

STATE OF MICHIGAN  
DEPARTMENT OF HISTORY, ARTS AND  
LIBRARIES  
  
REQUEST FOR PROPOSAL  
COVER SHEET

**RFP# DHAL06-002**

**ALL RFP RESPONSES ARE DUE NO LATER THAN  
Friday, September 15, 2006 at 2:00pm**

**BID PROPOSALS MAY BE HAND-DELIVERED, SENT BY U.S. MAIL OR VIA COURIER TO:**

**Lisa VanOstran, Purchasing Agent  
Department of History, Arts and Libraries  
Administrative Services, 5<sup>th</sup> Floor  
702 West Kalamazoo Street  
Lansing, MI 48915**

**THIS FORM MUST BE RETURNED SIGNED AND DATED WITH THE BID  
PROPOSAL**

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**Signature**

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**Date**

## **Article1 – Statement of Work (SOW)**

### **1.0 Introduction**

#### **1.001 DEFINING DOCUMENT**

This is a Request For Proposal (RFP). This is a formal request to prospective vendors or contractors soliciting the submission of proposals. State and vendor understand that negotiations may be required with respect to any aspect of the requirements, specifications, and scope of work. Proposal evaluation and contract award will depend upon which vendor or contractor represents the best value and best solution for the State.

#### **1.002 PROJECT TITLE AND DESCRIPTION**

MeL databases, the Michigan eLibrary (MeL; <http://mel.org>) database program, has been a program of the Library of Michigan since 1997. This program provides residents of the state of Michigan access to a core set of information and material online. Michigan residents are able to access these commercial databases at any library in the state. In addition, these resources are also available via remote patron access. The Library is acting as a contractual agent on behalf of all libraries in the state of Michigan.

#### **1.003 PROJECT CONTROL**

##### Project Control

- a. The Contractor will carry out this project under the direction and control of the Department of History, Arts and Libraries.
- b. Although there will be continuous liaison with the Contractor team, the client agency's project director may meet with the Contractor's project manager for the purpose of reviewing progress and providing necessary guidance to the Contractor in solving problems that arise.
- c. The Contractor may be required to submit brief written summaries of progress which outline the work accomplished during the reporting period; work to be accomplished during the subsequent reporting period; problems, real or anticipated, which should be brought to the attention of the client agency's project director; and notification of any significant deviation from previously agreed-upon work plans.

#### **1.004 COMMENCEMENT OF WORK**

Contractor shall show acceptance of this agreement by signing a copy of this contract and returning it to the contract administrator. Contractor shall not proceed with performance of the work to be done under this agreement, including the purchase of necessary materials, until both parties have signed this agreement to show acceptance of its terms.

### **1.1 Product Quality**

#### **1.101 SPECIFICATIONS**

Bidders are asked to provide a proposal to license specific databases for libraries in the state of Michigan. The participants include public; school (K-12 public and private); academic (community college, four year institutions and graduate degree granting institutions both private and public); and special (corporate, hospital, non-profit organizations and private research institution) libraries. This database set is intended to meet the information needs of users of all types of libraries. While it is not possible for this program to meet all libraries' needs, it is imperative that this serve as a core set of resources for libraries of all types. This database set will be made available to all Michigan residents in their libraries and via remote patron access outside the library.

Participating Libraries/Population Served – Approximately 2,000 libraries qualify to be part of this program. A directory of Michigan libraries may be found at

<http://envoy.libraryofmichigan.org/isapi/4disapi.dll/directory/search.html>

According to the 2000 Census, the population of Michigan is 9,938,444. All Michigan residents are eligible to use MeL services.

The Library expects to receive proposals that include pricing for individual databases and for packages of databases. Bidders that offer databases in two or more of the subject areas are encouraged to also offer pricing for a package of databases. Package pricing proposals should include substantial discounts if the package is chosen over individual databases.

If product proposed is replaced by a new product or upgraded version, bidder agrees to provide the new product or upgraded version at no additional cost.

## **1.102 EVALUATION METHODS**

### **General Evaluation Methods**

Database review teams representing all types and sizes of libraries across Michigan will evaluate the databases. Proposals will be evaluated and ranked in accordance with the criteria listed below.

Bidders shall provide access to databases that are included in its proposal for the trial period to be held October 16, 2006 through January 12, 2007. These databases should be website accessible to facilitate the work of the database review teams. The bidder shall make technical assistance available during the trial period. The Library reserves the right at any time to determine that further negotiations or dialog with a bidder would not result in a [successful](#) or compliant solution to the requirements.

### **Evaluation Criteria**

Proposals will be evaluated for compliance with the requirements, clarity, and the conciseness of presentation. Proposals will be ranked within these categories:

#### **Content Suitability**

- [Subject scope and coverage years](#)
- [Quality, completeness, and currency](#)
- [Effectiveness of indexing and linking to full text](#)

#### **Access Suitability**

- [Search capabilities](#)
- [User interface and display features](#)
- [Printing, downloading, and document delivery options](#)
- [Compliance with remote patron authentication method used in Michigan](#)

#### **Technical Compliance**

- [Technical qualifications and experience](#)

#### **Cost**

- [Cost value for product\(s\) and service\(s\) to be provided](#)
- [Favorable pricing of data content and access to the state as compared to the currently available pricing to individual libraries](#)
- [Cost containment measures and minimal price increases for subsequent contract year\(s\)](#)
- [Cost must be within the project's overall budget. The Library reserves the right to determine that the cost is over the allotted funds and therefore the product\(s\) will not be evaluated.](#)
- [The database price quoted by the vendor in response to this RFP must include access to all components of the database, including access to full text, graphics, citations, or abstracts via email, download, or URL link. Databases which charge individual users to view, email, or download content are not eligible for consideration.](#)

**Bidder's Knowledge, Expertise, Organizational Capability, and Customer Satisfaction. This may be presented in the form of customer references.**

- Demonstration of direct knowledge and responsiveness to the needs of the participating libraries
- Staffing, procedures, and organizational ability to provide support, documentation, and training
- Evidence of the bidder's capabilities and commitment to support and develop the project
- Demonstrated bidder's qualifications, experience, and financial stability

**Other requirements:**

- Unlimited simultaneous usage
- Usage Data. Bidder shall provide to the Library statistics regarding the use of the Licensed Materials. Statistical data is used to support the case for state and federal funding of this statewide project purchase.
- Monthly and annual reports shall be delivered to the Library and should include at least the following variables: total number of users; total number of searches, peak number of simultaneous users, in-library and remote patron access and top 50 search words or phrases in each database.
- **Statistics should be provided on a multitude of levels: by individual library; aggregated by library type; and statewide usage.**
- For more details on statistics, see **Management and Usage Reports** on page 9 and refer to Appendix B (Guidelines for Statistical Measures of Usage of Web-Based Information Resources) for additional background.
- Training. Vendor bid shall include one in-depth, hands-on training session for the Michigan eLibrary training staff.
- Support. The Michigan eLibrary provides a support/technical helpdesk for library staff in Michigan. Vendor will designate one technical support contact and one back-up contact dedicated to working with the support desk staff or to answering questions directly from library staff, if necessary, to resolve technical issues related to the database(s).
- Provide at least ninety (90) days' notice of any changes to the design of the system that will require changes by the user to access the database(s), such as browser support, accessibility software compatibility, etc. The Library shall have the right to begin conflict resolution procedures should access be changed.

**Preference may be given to vendors:**

- That have experience making their products available through an information portal that allows for searching across multiple databases using a commercial federated or broadcast search engine. If bidder has participated in any such "portal" give URL and contact information for the manager of the project.
- That provide a large percentage of full-text material.
- That provide web-accessible multiple media formats where applicable.
- That include formats such as podcasts, streaming video, audiobooks and ebooks.
- That are open to working collaboratively in new and innovative ways to provide service to users and libraries.
- That provide consistent co-branding and acknowledgment of the library's role in providing the information to the patron.
- That provide RSS feeds or XML metadata.
- That use new technologies for interoperability with various systems in use in libraries and with Internet search engines and technologies used by the general public.

The Library intends to obtain selected data from one or more bidders. For all products proposed, bidders should provide the price for individual databases and, if applicable, packages of databases. Prices shall not be contingent upon ownership of related print products. The bidder whose package is most inclusive will be given preference.

## **Authorized Users/Simultaneous Usage**

Authorized users shall be all full and partial-year residents of the state of Michigan.

Bidder's cost proposal shall be based upon unlimited simultaneous usage.

## **Database subject area coverage:**

The databases subject areas have been divided into two sections: core and subject specific. Those in the core section may be negotiated first. These are considered imperative for the MeL database program. Those databases in the subject specific section may be negotiated after those in the core area, depending on availability of funds. Bidders are encouraged to package databases together from both core and subject specific sections. Bidders with unique or niche content are encouraged to participate.

### **Core**

- Business database. This database should contain comprehensive coverage and include full-text of all aspects of business and management, including but not limited to, business conditions, company profiles, trends, corporate strategies and tactics, management techniques, competitive and product information, and product marketing.
- Database for college level audience. This database should offer comprehensive coverage and include full-text of the subjects found in a typical undergraduate academic curriculum.
- Database for K-6 audience. This database should offer comprehensive coverage and include full-text of the subjects found in a typical elementary school curriculum and library. This database can be combined with or be part of a database that also contains materials for other grade levels.
- Database for grades 7-12. This database should offer comprehensive coverage and include full-text of the subjects found in a typical middle and/or high school curriculum and library. This database can be combined with or be part of a database that also contains materials for other grade levels.
- General interest database. This database should include comprehensive coverage and include full-text of informational articles with maximum amount of full text in areas of general interest to library users of all types.
- General reference. This database should contain full-text reference materials such as encyclopedias, almanacs, dictionaries, and ebooks.
- Health database(s). This database or databases should include full-text material relevant to public health issues, medicine, nursing, and may include alternative medicine. Information should be suitable to the general public and/or nursing and the allied health professions.
- Newspapers. This database should include a variety of national and state newspapers. Please note: of particular interest are Michigan titles, the Wall Street Journal, and NY Times.

### **Subject Specific**

- Arts and humanities database(s). This database should include full-text coverage of the fine and performing arts, religion and philosophy.
- Biography database. This database should be international in scope and include biographies of individuals from a multitude of disciplines. Preference will be given to a database that includes illustrations and full-text.
- Career and/or vocational information database. This database should include comprehensive information about career or vocational requirements.
- Current affairs database. This database should include full-text papers and essays on subjects of current interest to policy makers, debaters and the general public and should include opposing viewpoints. This database may include articles from journals, newspapers or creditable online resources.

- Education database(s). This database or databases may include full-text material relevant to education professionals, education policy makers, parents, and other interested parties in the general public. The database may include curriculum materials, test preparation materials, online tutorials, educational gaming or language learning.
- Genealogy database. This database should include material to assist users in genealogical searches, including but not limited to census records, newspaper indexing and full-text newspaper articles, cemetery records and obituaries.
- Language and Literature database. This database should contain comprehensive coverage and include full-text of books and articles on modern languages, literatures, poetry, folklore, linguistics, and literary criticism
- Legal database. This database should include full-text law journal articles, a legal encyclopedia, a legal dictionary and legal material suitable for the general public.
- Readers' advisory and bibliographic tools. This database should include bibliographic information on books and other media including but not limited to videocassettes, archival materials, DVDs, and CDs in print and out of print, and book reviews, awards, recommendations, analytical contents, audience level and language information.
- Repair manuals and schematics for automotive, truck, or small engines (including recreational vehicles such as boats, snowmobiles).
- Sciences database(s). This database should provide comprehensive coverage and include full-text of journal articles, book reviews and collections of essays in any or all of the following: biology, medicine, geology, chemistry, physics, computers, information technology, environmental sciences, biotechnology, and engineering. Material should be suitable for the general public and/or the undergraduate student.
- Social Sciences database(s). This database should provide comprehensive coverage and include full-text of journal articles, book reviews and collections of essays in any or all of the following: psychology, anthropology, political science, history, and sociology. Material should be suitable for the general public and/or the undergraduate student.

### Content Description

For each database being proposed, complete this Content Description Matrix:

Database name	
Subject(s) covered	
Year(s) covered	
Number of titles	
Number of full text titles	
Number and format(s) of image full text titles	
Inclusion of non-English language materials	
Updating frequency	
Procedures used for advance notification of database changes	
Procedures used for problem resolution	
Changes anticipated over the contract period	
Scope of license agreement with content owner (include type of agreement and length of agreement)	
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to-cover and how many are selective)	

### Title List

For each database being proposed, bidder must supply a complete, current list of all titles included/indexed in each database and note content overlap. This Title List shall be provided in either a Microsoft Excel or ASCII comma-delimited file, and shall contain the following information:

Title

ISSN (Format: 0000-0000)

Date range of index coverage (Format: MM/YY – MM/YY)

Date range of full text coverage (Format: MM/YY – MM/YY)

### **Discontinued Content/Loss of Rights**

Should the bidder discontinue access to content, the bidder must provide prior written notice by letter or email to the Library at least ninety (90) calendar days in advance of the content discontinuation, to allow the Library sufficient time to notify users and to make alternative arrangements. The bidder shall provide a credit of the full amount for the discontinued content, pro-rated for the balance of the contract term. This credit may be in the form of a credit memo applied to the subsequent year's subscription, additional products or services from the bidder, or cash to be refunded, at the option of the Library.

Should the bidder discontinue access to content due to loss of licensing rights and the Library does not have an established relationship with the new licensee, the bidder shall subcontract with the licensee to provide the original content or provide another comparable database with the approval of the Library.

### **Data Access and Technical Requirements**

For each database being proposed, complete the following data access matrices.

The Library endorses the *Guidelines for Statistical Measures of Usage of Web-Based Information Resources* (Appendix B or <http://www.library.yale.edu/consortia/2001webstats.htm>) developed by the International Coalition of Library Consortia (ICOLC).

### Search Capabilities/Requirements

Functionality/Feature	Yes	No	Date Planned	Comments
author, title, and subject searching				
keyword searching, including all conventional database record/fields, including but not limited to author, article title, journal title, abstract, descriptor, language, and year of publication				
Boolean operators AND, OR, NOT (specify default Boolean operator)				
proximity searching (e.g., within the same field, within "n" words)				
phrase searching				
default search fields				
ability to revise a search without starting over				
search history feature that allows users to reselect previous search statements				
right-hand and initial (wildcard) truncation				
browsing of specific journal titles by date or volume				
ability to search database subfiles simultaneously or to transfer searches in one subfile to another (if the database is broken down into subfiles such as by years of coverage)				
ability to search multiple databases from the same vendor simultaneously				
ability to link directly to the individual database				
ability to limit searches, included but not limited to date range, full text, materials held by the local library, etc.				
highlighted display of search terms in search results				
context-sensitive error messages				
online thesaurus and its location				



## User Interface and Display

Functionality/Feature	Yes	No	Date Planned	Comments
a user interface, including menu and help screen design specifying availability of context sensitive and/or menu help functions				
ability to show MeL Logo on all pages of database and link back to <a href="http://mel.org">http://mel.org</a> from the logo				
mechanism to allow a "return to your library" link				
support for customized help files				
options for "easy" and "expert" searching modes				
ability to sort and display records by date (reverse chronological order)				
ability to sort and display records by relevancy ranking				
ability to sort and display records by selected field (e.g., author, source)				
ability to mark and display selected records and specify any limitations				
user defined display and sorting options				
ability to customize user interface				
procedures for setting up individual search profiles for the purpose of saving and automatically updating searches, including saving search histories, specifying updating intervals, user notification, security measures for individual accounts, and system management of user accounts.				
ability to function with voice-synthesizer programs, large print screens, and other adaptive technology used by libraries for the blind and physically handicapped				

## Indexing, Full Text Components, and Links

Functionality/Feature	Yes	No	Date Planned	Comments
capability of indicating complete local library holdings, including start date, end date, volume, issue, etc.				
capability of linking citation or abstract to the full text to which library has access using the Open URL standard				
capability of linking to the library catalog entry and library holding for item				

### Printing, Downloading, and Document Delivery

Functionality/Feature	Yes	No	Date Planned	Comments
ability to display, download, email, and print graphical materials				
ability to route requests to interlibrary loan departments at respective libraries				
ability to link to commercial document delivery services				
ability to link to a local patron file to authenticate and authorize certain categories of users (e.g., faculty) for unmediated document delivery requests				
ability to display file size when downloading records and to display number of printed pages when printing records				
ability and willingness to provide full-text under password protection to be used for electronic course reserve without additional copyright compliance fees				
ability and willingness to allow use of database content for statewide or regional reference service				

### Content Formats

Functionality/Feature	Yes	No	Date Planned	Comments
streaming audio/video				
use of plug-ins and embedded applications				
use (extent) of embedded multimedia				
compliance with the Americans with Disabilities Act (ADA)				

### System Architecture

Functionality/Feature	Yes	No	Date Planned	Comments
Netscape, Firefox, Opera, Safari and Microsoft Internet Explorer compatibility (indicate the version(s) supported)				
AOL Web browser compatibility (indicate the version(s) supported)				
compliance with standard HTML (indicate version)				
availability of Z39.50 interface (detail restrictions and attribute sets used)				
interoperability with federated search (please state which federated search products in comments)				
provision of RSS/XML feed of metadata				
provision of downloadable MARC records				

Bidder shall also provide information on:

- whether the web site is set up to maintain a stateless or stateful connection, the handling of timing out of users (and whether Participating Libraries may establish customized time-out periods), and the mechanism(s) used for alerting users to new content
- mechanism(s) used to provide direct access to contents, such as fixed/durable URLs, use of SISAC Serial Item/Contribution Identify (SICI) codes, etc.

## Authentication, Security, and Privacy

Functionality/Feature	Yes	No	Date Planned	Comments
access via IP authentication				
mechanism to provide access with password, digital certificate, or other method (indicate which type(s) are supported)				
mechanism to provide remote patron authentication using Michigan driver's license, state identification card or library card				
ability of participating libraries to pass valid users to bidder's service using various standard authentication mechanisms (e.g., Lightweight Directory Access Protocol (LDAP), Kerberos, etc.)				
ability to ensure security of information (such as passwords) transmitted between the Library's and bidder's system				
use of cookie tracking or similar mechanisms				
protection of individual user privacy				

## System Management, Availability, and Connectivity

Functionality/Feature	Yes	No	Date Planned	Comments
bandwidth required for functionality	-	-	-	
database availability 7 days per week, 24 hours per day				
system monitoring and measures to prevent disruptions in service in case of system failure, problems with Internet Service Provider, etc.				
tracking of system uptime/downtime (indicate both for previous year, as well as the average and longest system failure in the previous year)				
advance notification measures for scheduled downtime				

Bidder shall also provide information on:

- expected response time at peak and off-peak hours; the different response times expected for both complex and simple queries or for retrieval of full-text documents; and whether or not the bidder is willing to negotiate an acceptable standard for response times.
- technical support available including specific contact instructions, hours of availability, and average response time for service calls.

## Management and Usage Reports

Bidders should refer to Appendix B (Guidelines for Statistical Measures of Usage of Web-Based Information Resources) for additional background. Bidders must include sample management and usage reports. If standards are used, please specify. The bidder shall describe the proposed system's functionality in each of these areas:

Functionality/Feature	Yes	No	Date Planned	Comments
regularly scheduled usage and management reports (indicate frequency)				
ability to report number of queries				
ability to report number of sessions (logins)				
ability to report number of articles viewed or printed sorted by journal title				
ability to report number of turn-aways or access contention incidents				
ability to report usage consortium-wide by database				
ability to report number of download articles sorted by journal title				
ability to report usage by library by database				
ability to report usage by remote access by database				
ability to ensure library and consortial confidentiality				
ability to ensure user confidentiality and privacy				
policies or procedures used to guarantee that statistical information about specific libraries or the consortium will not be released without permission of the consortium administrators or member libraries				
availability of management reports via a Web site with security restrictions				
ability to download statistics in comma-delimited or Excel format (indicate which format is available)				
options for customized management reports				
availability of site-based administrative module				

- Bidder shall make administrative module available during the trial period for evaluation.

### Training & Documentation

Bidders shall provide review copies of relevant documentation if requested. The bidder shall describe the proposed system's functionality in each of these areas:

Functionality/Feature	Yes	No	Date Planned	Comments
availability of documentation for user support				
availability of documentation for system administration				
documentation freely available to all users (indicate format)				

### Other Considerations

Functionality/Feature	Yes	No	Date Planned	Comments
Support for database customization, (indicate customization types and costs)				
Other elements deemed relevant by the bidder (itemize and describe)				

**1.103 RESERVED**

**1.104 RESERVED**

**1.2 RESERVED**

**1.201 RESERVED**

**1.202 RESERVED**

**1.203 REPORTING**

Contractor will be responsible for providing a report analyzing the data from reviewing project files, conducting surveys and holding focus group sessions, a summary report of the impact of the program and a summary of the evaluation process.

**1.204 RESERVED**

**1.205 RESERVED**

**1.3 RESERVED**

**1.301 RESERVED**

**1.302 RESERVED**

**1.303 RESERVED**

**1.304 RESERVED**

**1.305 RESERVED**

**1.306 RESERVED**

**1.4 RESERVED**

**1.401 RESERVED**

**1.402 RESERVED**

**1.403 RESERVED**

## **Article 2 – General Terms and Conditions**

### **2.0 Introduction**

#### **2.001 GENERAL PURPOSE**

To provide license specific databases for libraries in the state of Michigan. The participants include public; school (K-12 public and private); academic (community college, four year institutions and graduate degree granting institutions both private and public); and special (corporate, hospital, non-profit organizations and private research institution) libraries.

#### **2.002 ISSUING OFFICE AND CONTRACT ADMINISTRATOR**

The Contract is issued by Administrative Services, State of Michigan, Department of History, Arts and Libraries, hereinafter known as Administrative Services.

Administrative Services is the sole point of contact in the State with regard to all procurement and contractual matters relating to the commodities and/or services described herein. Administrative Services is the only office authorized to negotiate, change, modify, amend, alter, clarify, etc., the specifications, terms, and conditions of the Contract. Administrative Services will remain the SOLE POINT OF CONTACT throughout the procurement process.

**Contractor proceeds at its own risk if it takes negotiation, changes, modification, alterations, amendments, clarification, etc., of the specifications, terms, or conditions of the contract from any individual or office other than Administrative Services and the listed contract administrator.**

All communications covering this procurement must be addressed to contract administrator indicated below:

Department of History, Arts and Libraries  
Administrative Services  
Attn: [Lisa VanOstran](#)  
702 W. Kalamazoo St.  
Lansing, Michigan 48915  
(517) 373-1293  
[LVanOstran@michigan.gov](mailto:LVanOstran@michigan.gov)

#### **2.003 NOTICE**

Any notice given to a party under this Contract must be written and shall be deemed effective, if addressed to such party as addressed below upon (i) delivery, if hand delivered; (ii) receipt of a confirmed transmission by facsimile if a copy of the notice is sent by another means specified in this section; (iii) the third (3rd) Business Day after being sent by U.S. mail, postage pre-paid, return receipt requested; or (iv) the next Business Day after being sent by a nationally recognized overnight express courier with a reliable tracking system.

#### **2.004 CONTRACT TERM**

The term of this Contract will be for three (3) years and will commence with the issuance of a Contract. This will be approximately October 1, 2007 through September 30, 2010.

**Option.** The State reserves the right to exercise (2) one-year options, at the sole option of the State. Contractor performance, quality of products, price, cost savings, and the contractor's ability to deliver on time are some of the criteria that will be used as a basis for any decision by Administrative Services to exercise an option year. Administrative Services will provide a six (6) month notice to vendors of their status for the two (2) option years. Increases, if any, for the optional years may not exceed 5% per year.

**Extension.** [At the sole option of the State, the contract may also be extended.](#) Contractor performance, quality of products, price, cost savings, and the contractor's ability to deliver on time are

some of the criteria that will be used as a basis for any decision by Administrative Services to exercise an option year.

Written notice will be provided to the Contractor within 30 days provided that the State gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension. If the Government exercises this option, the extended contract shall be considered to include this option clause.

## **2.005 GOVERNING LAW**

The Contract shall in all respects be governed by, and construed in accordance with, the laws of the State of Michigan. By signing this agreement, vendor consents to personal jurisdiction in the state of Michigan. Any dispute arising herein shall be resolved in the State of Michigan.

## **2.006 APPLICABLE STATUTES**

The following statutes, rules, and laws are applicable to the performance of this contract; some statutes are reflected in the clauses of this contract. This list is NOT exhaustive.

MI Uniform Commercial Code (MIUCC) MCL 440. (All sections unless otherwise altered by agreement)

MI OSHA MCL §§ 408.1001 – 408.1094

Freedom of Information Act (FIOA) MCL §§ 15.231, et seq.

Natural Resources and Environmental Protection Act MCL §§ 324.101, et seq.

MI Consumer Protection Act MCL §§ 445.901 – 445.922

Laws relating to wages, payments of wages, and fringe benefits on state projects MCL §§ 408.551 – 408.558, 408.471 – 408.490, 1965 PA 390.

Department of Civil Service Rules and regulations

Elliot Larsen Civil Rights Act MCL §§ 37.2201, et seq.

Persons with disabilities Civil Rights Act MCL §§ 37.1101, et seq.

MCL §§ 423.321, et seq.

MCL § 18.1264 (law regarding debarment)

Davis-Bacon Act (DBA) 40 USCU § 276(a), et seq.

Contract Work Hours and Safety Standards Act (CWHSSA) 40 USCS § 327, et seq.

Business Opportunity Act for Persons with Disabilities MCL §§ 450.791 – 450.795

Rules and regulations of the Environmental Protection Agency

Internal Revenue Code

Rules and regulations of the Equal Employment Opportunity Commission (EEOC)

The Civil Rights Act of 1964, USCS Chapter 42

Title VII, 42 USCS §§ 2000e et seq.

The Americans with Disabilities Act (ADA), 42 USCS §§ 12101 et seq.

The Age Discrimination in Employment Act of 1967 (ADEA), 29 USCS §§ 621, 623 et seq.

The Old Workers Benefit and Protection Act of 1990 (OWBPA), 29 USCS §§ 626, et seq.

The Family Medical Leave Act of 1993 (FMLA), 29 USC §§ 651 et seq.

The Fair Labor Standards Act (FLSA), 29 USC §§ 201 et seq.

Pollution Prevention Act of 1990 (PPA) 42 U.S.C. §13106

Sherman Act, 15 U.S.C.S. § 1 et seq.

Robinson-Patman Act, 15 U.S.C.S. § 13 et. seq.

Clayton Act, 15 U.S.C.S. § 14 et seq.

## **2.007 RELATIONSHIP OF THE PARTIES**

The relationship between the State and the Contractor is that of client and independent Contractor. No agent, employee, or servant of the Contractor or any of its subcontractors shall be or shall be deemed to be an employee, agent, or servant of the State for any reason. The Contractor will be solely and entirely responsible for its acts and the acts of its agents, employees, servants and subcontractors during the performance of this Contract.

## **2.008 HEADINGS**

Captions and headings used in the Contract are for information and organization purposes. Captions and headings, including inaccurate references, do not, in any way, define or limit the requirements or terms and conditions of this Contract.

## **2.009 MERGER**

This document constitutes the complete, final, and exclusive agreement between the parties. All other prior writings and negotiations are ineffective.

## **2.010 SEVERABILITY**

Each provision of the Contract shall be deemed to be severable from all other provisions of the Contract and, if one or more of the provisions of the Contract shall be declared invalid, the remaining provisions of the Contract shall remain in full force and effect.

## **2.011 SURVIVORSHIP**

Any provisions of the Contract that impose continuing obligations on the parties including, but not limited to the Contractor's indemnity and other obligations shall survive the expiration or cancellation of the Contract for any reason.

## **2.012 NO WAIVER OF DEFAULT**

The failure of a party to insist upon strict adherence to any term of the Contract shall not be considered a waiver or deprive the party of the right thereafter to insist upon strict adherence to that term or any other term of the Contract.

## **2.013 PURCHASE ORDERS**

Orders for delivery of commodities and/or services may be issued directly by the Department of History, Arts and Libraries. Contractor is asked to reference the Purchase Order Number on all invoices for payment.

## **2.1 Vendor/Contractor Obligations**

### **2.101 ACCOUNTING RECORDS**

The Contractor and all subcontractors shall maintain all pertinent financial and accounting records and evidence pertaining to the Contract in accordance with generally accepted principles of accounting and other procedures specified by the State of Michigan. Financial and accounting records shall be made available, upon request, to the State of Michigan, its designees, or the Michigan Auditor General at any time during the Contract period and any extension thereof, and for three years from expiration date and final payment on the Contract or extension thereof.

### **2.102 NOTIFICATION OF OWNERSHIP**

The Contractor shall make the following notifications in writing:

1. When the Contractor becomes aware that a change in its ownership or officers has occurred, or is certain to occur, that could result in changes in the valuation of its capitalized assets in the accounting records, the Contractor shall notify Administrative Services within 30 days.
2. The Contractor shall also notify Administrative Services within 30 days whenever changes to asset valuations or any other cost changes have occurred or are certain to occur as a result of a change in ownership or officers.

The Contractor shall:

1. Maintain current, accurate, and complete inventory records of assets and their costs;



2. Provide Administrative Services or designated representative ready access to the records upon request;
3. Ensure that all individual and grouped assets, their capitalized values, accumulated depreciation or amortization, and remaining useful lives are identified accurately before and after each of the Contractor's ownership or officer changes; and
4. Retain and continue to maintain depreciation and amortization schedules based on the asset records maintained before each Contractor ownership or officer change.

### **2.103 SOFTWARE COMPLIANCE**

The vendor warrants that all software for which the vendor either sells or licenses to the State of Michigan and used by the State prior to, during or after the calendar year 2000, includes or shall include, at no added cost to the State, design and performance so the State shall not experience software abnormality and/or the generation of incorrect results from the software, due to date oriented processing, in the operation of the business of the State of Michigan.

The software design, to insure year 2000 compatibility, shall include, but is not limited to: data structures (databases, data files, etc.) that provide 4-digit date century; stored data that contain date century recognition, including, but not limited to, data stored in databases and hardware device internal system dates; calculations and program logic (e.g., sort algorithms, calendar generation, event recognition, and all processing actions that use or produce date values) that accommodates same century and multi-century formulas and date values; interfaces that supply data to and receive data from other systems or organizations that prevent non-compliant dates and data from entering any State system; user interfaces (i.e., screens, reports, etc.) that accurately show 4 digit years; and assurance that the year 2000 shall be correctly treated as a leap year within all calculation and calendar logic.

### **2.104 RESERVED**

### **2.105 RESERVED**

### **2.106 PREVAILING WAGE**

The rates of wages and fringe benefits to be paid each class of individuals employed by the Contractor, its subcontractors, their subcontractors, and all persons involved with the performance of this contract in privity of contract with the Contractor shall not be less than the wage rates and fringe benefits established by the Michigan Department of Consumer and Industry Service, Bureau of Safety and Regulation, Wage/Hour Division schedule of occupational classification and wage rates and fringe benefits for the local where the work is to be performed. The term Contractor shall include all general contractors, prime contractors, project managers, trade contractors, and all of their contractors or subcontractors and persons in privity of contract with them.

The Contractor, its subcontractors, their subcontractors, and all persons involved with the performance of this contract in privity of contract with the Contractor shall keep posted on the work site, in a conspicuous place, a copy of all wage rates and fringe benefits as prescribed in the contract. You must also post, in a conspicuous place, the address and telephone number of the Michigan Department of Consumer and Industry Services, the office responsible for enforcement of the wage rates and fringe benefits. You shall keep an accurate record showing the name and occupation of the actual wage and benefits paid to each individual employed in connection with this contract. This record shall be available to the State upon request for reasonable inspection.

If any trade is omitted from the list of wage rates and fringe benefits to be paid to each class of individuals by the Contractor, it is understood that the trades omitted shall also be paid not less than the wage rate and fringe benefits prevailing in the local where the work is to be performed.

## **2.107 PAYROLL AND BASIC RECORDS**

Payrolls and basic records relating to the performance of this contract shall be maintained by the Contractor during the course of the work and preserved for a period of 3 years thereafter for all laborers and mechanics working at the site of the work. Such records shall contain the name, address, and social security number of each such worker, his or her correct classification, hourly rates of wages paid (including rates of contributions or costs anticipated for bona fide fringe benefits or cash equivalents thereof of the types described in section 1(b)(2)(B) of the Davis-Bacon Act), daily and weekly number of hours worked, deductions made, and actual wages paid. Contractors employing apprentices or trainees under approved programs shall maintain written evidence of the registration of apprenticeship programs and certification of trainee programs, the registration of the apprentices and trainees, and the ratios and wage rates prescribed in the applicable programs.

The Contractor shall submit a copy of all payrolls to the Contract Administrator upon request. The payrolls submitted shall set out accurately and completely all of the information required to be maintained as indicated above.

The Prime Contractor is responsible for the submission of copies of payrolls by all subcontractors upon request from the Contract Administrator

The Contractor or subcontractor shall permit the Contract Administrator or representatives of the Contract Administrator or the State of Michigan to interview employees during working hours on the job.

If the Contractor or subcontractor fails to submit required records or to make them available, the Contract Administrator may, after written notice to the Contractor, take such action as may be necessary to cause the suspension of any further payment. Furthermore, failure to submit the required records upon request or to make such records available may be grounds for debarment.

## **2.108 COMPETITION IN SUB-CONTRACTING**

The Contractor shall select subcontractors (including suppliers) on a competitive basis to the maximum practical extent consistent with the objectives and requirements of the contract.

## **2.109 CALL CENTER DISCLOSURE**

Vendor and/or all subcontractors involved in the performance of this contract providing call or contact center services to the State of Michigan must disclose the location of its call or contact center services to inbound callers. Failure to disclose this information shall be a material breach of this agreement.

## **2.2 Contract Performance**

### **2.201 TIME IS OF THE ESSENCE**

Contractor/Vendor is on notice that time is of the essence in the performance of this contract. Late performance will be considered a material breach of this contract, giving the State a right to invoke all remedies available to it under this contract.

### **2.202 CONTRACT PAYMENT SCHEDULE**

Payments shall be made upon receipt of invoice. All invoices should reflect actual work done. Specific details of invoices and payments will be agreed upon between the Contract Administrator and the Contractor after the proposed Contract Agreement has been signed and accepted by both the Contractor and the Director of the Department of History, Arts and Libraries. This activity will occur only upon the specific written direction from Administrative Services.

The specific payment schedule for any Contract(s) entered into, as the State and the Contractor(s) will mutually agree upon the result of this RFP. The schedule should show payment amount and should reflect actual work done by the payment dates, less any penalty cost charges accrued by those dates. As a general policy statements shall be forwarded to the designated representative by the 15th day of the following month.

## **2.203 POSSIBLE PROGRESS PAYMENTS**

The Government may make progress payments to the Contractor when requested as work progresses, but not more frequently than monthly, in amounts approved by the Contract Administrator, after negotiation. Contractor must show verification of measurable progress at the time of requesting progress payments.

## **2.204 RESERVED**

## **2.205 ELECTRONIC PAYMENT AVAILABILITY**

Public Act 533 of 2004 requires that payments under this contract be processed by electronic funds transfer (EFT). The Contractor is required to register to receive payments by EFT at the Contract & Payment Express website ([www.cpexpress.state.mi.us](http://www.cpexpress.state.mi.us)).

## **2.206 RESERVED**

## **2.3 Contract Rights and Obligations**

### **2.301 INCURRING COSTS**

The State of Michigan is not liable for any cost incurred by the Contractor prior to signing of the Contract. The State fiscal year is October 1st through September 30th. The Contractor(s) should realize that payments in any given fiscal year are contingent upon enactment of legislative appropriations. Total liability of the State is limited to terms and conditions of the Contract.

### **2.302 CONTRACTOR RESPONSIBILITIES**

The Contractor will be required to assume responsibility for all contractual activities, whether or not that Contractor performs them. Further, the State will consider the Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the anticipated Contract. If any part of the work is to be subcontracted, the Contract must include a list of subcontractors, including firm name and address, contact person and a complete description of work to be subcontracted. The State reserves the right to approve subcontractors and to require the Contractor to replace subcontractors found to be unacceptable. The Contractor is totally responsible for adherence by the subcontractor to all provisions of the Contract. Any change in subcontractors must be approved by the State, in writing, prior to such change.

### **2.303 ASSIGNMENT AND DELEGATION**

The Contractor shall not have the right to assign this Contract, to assign its rights under this contract, or delegate any of its duties or obligations under the Contract to any other party (whether by operation of law or otherwise), without the prior written consent of the State. Any purported assignment in violation of this Section shall be null and void. Further, the Contractor may not assign the right to receive money due under the Contract without the prior written consent of the Director of the Department of History, Arts and Libraries.

The Contractor shall not delegate any duties or obligations under the Contract to a subcontractor other than a subcontractor named and approved in the bid unless the Director of the Department of History, Arts and Libraries has given written consent to the delegation.

**Bidder must obtain the approval of the Director of the Department of History, Arts and Libraries before using a place of performance that is different from the address that bidder provided in the bid.**

### **2.304 TAXES**

Sales Tax: For purchases made directly by the State of Michigan, the State is exempt from State and Local Sales Tax. Prices shall not include such taxes. Exemption Certificates for State Sales Tax will be furnished upon request.

Federal Excise Tax: The State of Michigan may be exempt for Federal Excise Tax, or such taxes may be reimbursable, if articles purchased under this Contract are used for the State's exclusive use. Certificates exclusive use for the purposes of substantiating a tax-free, or tax-reimbursable sale will be sent to the Contractor upon request. If a sale is tax exempt or tax reimbursable under the Internal Revenue Code, prices shall not include the Federal Excise Tax.

The State's Tax Exempt Certification is available for vendor viewing upon request to the Contract Administrator.

## **2.305 INDEMNIFICATION**

### General Indemnification

To the fullest extent permitted by law, the Contractor shall indemnify, defend and hold harmless the State, its departments, divisions, agencies, sections, commissions, officers, employees and agents, from and against all losses, liabilities, penalties, fines, damages and claims (including taxes), and all related costs and expenses (including reasonable attorneys' fees and disbursements and costs of investigation, litigation, settlement, judgments, interest and penalties), arising from or in connection with any of the following:

1. Any claim, demand, action, citation or legal proceeding against the State, its employees and agents arising out of or resulting from (1) the product provided or (2) performance of the work, duties, responsibilities, actions or omissions of the Contractor or any of its subcontractors under this Contract.
2. Any claim, demand, action, citation or legal proceeding against the State, its employees and agents arising out of or resulting from a breach by the Contractor of any representation or warranty made by the Contractor in the Contract;
3. Any claim, demand, action, citation or legal proceeding against the State, its employees and agents arising out of or related to occurrences that the Contractor is required to insure against as provided for in this Contract;
4. Any claim, demand, action, citation or legal proceeding against the State, its employees and agents arising out of or resulting from the death or bodily injury of any person, or the damage, loss or destruction of any real or tangible personal property, in connection with the performance of services by the Contractor, by any of its subcontractors, by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable; provided, however, that this indemnification obligation shall not apply to the extent, if any, that such death, bodily injury or property damage is caused solely by the negligence or reckless or intentional wrongful conduct of the State;
5. Any claim, demand, action, citation or legal proceeding against the State, its employees and agents which results from an act or omission of the Contractor or any of its subcontractors in its or their capacity as an employer of a person.

### Patent/Copyright Infringement Indemnification

To the fullest extent permitted by law, the Contractor shall indemnify, defend and hold harmless the State, its employees and agents from and against all losses, liabilities, damages (including taxes), and all related costs and expenses (including reasonable attorneys' fees and disbursements and costs of investigation, litigation, settlement, judgments, interest and penalties) incurred in connection with any action or proceeding threatened or brought against the State to the extent that such action or proceeding is based on a claim that any piece of equipment, software, commodity or service supplied by the Contractor or its subcontractors, or the operation of such equipment, software, commodity or service, or the use or reproduction of any documentation provided with such equipment, software, commodity or service infringes any United States or foreign patent, copyright, trade secret or other proprietary right of any person or entity, which right is enforceable under the laws of the United States. In addition, should the equipment, software, commodity, or service, or the operation thereof, become or in the Contractor's opinion be likely to become the subject of a claim of infringement, the Contractor

shall at the Contractor's sole expense (i) procure for the State the right to continue using the equipment, software, commodity or service or, if such option is not reasonably available to the Contractor, (ii) replace or modify the same with equipment, software, commodity or service of equivalent function and performance so that it becomes non-infringing, or, if such option is not reasonably available to Contractor, (iii) accept its return by the State with appropriate credits to the State against the Contractor's charges and reimburse the State for any losses or costs incurred as a consequence of the State ceasing its use and returning it.

#### Code Indemnification

To the extent permitted by law, the Contractor shall indemnify, defend and hold harmless the State from any claim, loss, or expense arising from Contractor's breach of the No Surreptitious Code Warranty.

#### Indemnification Obligation Not Limited

In any and all claims against the State of Michigan, or any of its agents or employees, by any employee of the Contractor or any of its subcontractors, the indemnification obligation under the Contract shall not be limited in any way by the amount or type of damages, compensation or benefits payable by or for the Contractor or any of its subcontractors under worker's disability compensation acts, disability benefits acts, or other employee benefits acts. This indemnification clause is intended to be comprehensive. Any overlap in sub clauses, or the fact that greater specificity is provided as to some categories of risk, is not intended to limit the scope of indemnification under any other sub clause.

#### Continuation of Indemnification Obligation

The duty to indemnify will continue in full force and affect not withstanding the expiration or early termination of the Contract with respect to any claims based on facts or conditions, which occurred prior to termination.

#### Indemnification Procedures

The procedures set forth below shall apply to all indemnity obligations under this Contract.

- (a) After receipt by the State of notice of the action or proceeding involving a claim in respect of which it will seek indemnification, the State shall promptly notify Contractor of such claim in writing and take or assist Contractor in taking, as the case may be, any reasonable action to avoid the imposition of a default judgment against Contractor. No failure to so notify Contractor shall relieve Contractor of its indemnification obligations except to the extent that Contractor can demonstrate damages attributable to such failure. Within ten (10) days following receipt of written notice from the State relating to any claim, Contractor shall notify the State in writing whether Contractor agrees to assume control of the defense and settlement of that claim (a "Notice of Election"). After notifying Contractor of a claim and prior to the State receiving Contractor's Notice of Election, the State shall be entitled to defend against the claim, at Contractor's expense, and Contractor will be responsible for any reasonable costs incurred by the State in defending against the claim during such period.
- (b) If Contractor delivers a Notice of Election relating to any claim: (i) the State shall be entitled to participate in the defense of such claim and to employ counsel at its own expense to assist in the handling of such claim and to monitor and advise the State about the status and progress of the Defense; (ii) Contractor shall, at the request of the State, demonstrate to the reasonable satisfaction of the State, Contractor's financial ability to carry out its defense and indemnity obligations under this Contract; (iii) Contractor shall periodically advise the State about the status and progress of the defense and shall obtain the prior written approval of the State before entering into any settlement of such claim or ceasing to defend against such claim and (iv) to the extent that any principles of Michigan governmental or public law may be involved or challenged, the State shall have the right, at its own expense, to control the defense of that portion of such claim involving the principles of Michigan governmental or public law. Notwithstanding the foregoing, the State may retain control of the defense and settlement of a

claim by written notice to Contractor given within ten (10) days after the State's receipt of Contractor's information requested by the State pursuant to clause (ii) of this paragraph if the State determines that Contractor has failed to demonstrate to the reasonable satisfaction of the State Contractor's financial ability to carry out its defense and indemnity obligations under this Section. Any litigation activity on behalf of the State of Michigan, or any of its subdivisions pursuant to this Section, must be coordinated with the Department of Attorney General. In the event the insurer's attorney represents the State pursuant to this Section, the insurer's attorney may be required to be designated as a Special Assistant Attorney General by the Attorney General of the State of Michigan.

- (c) If Contractor does not deliver a Notice of Election relating to any claim of which it is notified by the State as provided above, the State shall have the right to defend the claim in such manner as it may deem appropriate, at the cost and expense of Contractor. If it is determined that the claim was one against which Contractor was required to indemnify the State, upon request of the State, Contractor shall promptly reimburse the State for all such reasonable costs and expenses.

#### **2.306 LIMITATION OF LIABILITY**

Except as set forth herein, neither the Contractor nor the State shall be liable to the other party for indirect or consequential damages, even if such party has been advised of the possibility of such damages. Such limitation as to indirect or consequential damages shall not apply to claims for infringement of United States patent, copyright, trademarks or trade secrets; to claims for personal injury or damage to property caused by the gross negligence or willful misconduct of the Contractor; to claims covered by other specific provisions of this Contract calling for liquidated damages; to Contractor's indemnification obligations (2.305); or to court costs or attorney's fees awarded by a court in addition to damages after litigation based on this Contract.

#### **2.307 CONTRACT DISTRIBUTION**

Administrative Services shall retain the sole right of Contract distribution to all State agencies and local units of government unless other arrangements are authorized by Administrative Services.

#### **2.308 FORM, FUNCTION, AND UTILITY**

If the Contract is for use of more than one State agency and if the good or service provided under this Contract do not meet the form, function, and utility required by a State agency, that agency may, subject to State purchasing policies, procure the good or service from another source.

#### **2.309 ASSIGNMENT OF ANTITRUST CAUSE OF ACTION**

For and in consideration of the opportunity to submit a quotation and other good and valuable consideration, the bidder hereby assigns, sells and transfers to the State of Michigan all rights, title and interest in and to all causes of action it may have under the antitrust laws of the United States or this State for price fixing, which causes of action have accrued prior to the date of payment and which relate solely to the particular goods, commodities, or services purchased or procured by this State pursuant to this transaction.

#### **2.310 RESERVED**

#### **2.311 TRANSITION ASSISTANCE**

If this Contract is not renewed at the end of this term, or is canceled prior to its expiration, for any reason, the Contractor must provide for up to 90 days after the expiration or cancellation of this Contract, all reasonable transition assistance requested by the State, to allow for the expired or canceled portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such services to the State or its designees. Such transition assistance will be deemed by the parties to be governed by the terms and conditions of this Contract, (notwithstanding this expiration or cancellation) except for those Contract terms or conditions that do not reasonably apply to such transition assistance. The State shall pay the Contractor for any resources utilized in performing such transition assistance at the most current rates provided by the Contract for Contract performance.



#### **2.312 RESERVED**

#### **2.313 RESERVED**

#### **2.314 WEBSITE INCORPORATION**

State expressly states that it will not be bound by any content on the Contractor's website, even if the Contractor's documentation specifically referenced that content and attempts to incorporate it into any other communication, unless the State has actual knowledge of such content and has expressly agreed to be bound by it in a writing that has been manually signed by an authorized representation of the State.

### **2.4 Contract Review and Evaluation**

#### **2.401 CONTRACT COMPLIANCE INSPECTOR**

Upon receipt at Administrative Services of the properly executed Contract Agreement(s), the person named below will be allowed to oversee the Contract performance on a day-to-day basis during the term of the Contract. However, overseeing the Contract implies **no authority to negotiate, change, modify, clarify, amend, or otherwise alter the terms, conditions, and specifications of such Contract(s). That authority is retained by Administrative Services.** The Contract Compliance Inspector for this project is:

Sheryl Mase  
Department of History, Arts and Libraries  
Library of Michigan  
702 W. Kalamazoo St.  
Lansing, MI 48915  
[smase@michigan.gov](mailto:smase@michigan.gov) or (517) 373-4331

#### **2.402 PERFORMANCE REVIEWS**

Administrative Services may review with the Contractor their performance under the Contract. Performance reviews shall be conducted quarterly, semi-annually or annually depending on Contractor's past performance with the State. Performance reviews shall include, but not limited to, quality of products/services being delivered and provided, timeliness of delivery, percentage of completion of orders, the amount of back orders, status of such orders, accuracy of billings, customer service, completion and submission of required paperwork, the number of substitutions and the reasons for substitutions, and other requirements of the Contract.

Upon a finding of poor performance, which has been documented by Administrative Services, the Contractor shall be given an opportunity to respond and take corrective action. If corrective action is not taken in a reasonable amount of time as determined by Administrative Services, the Contract may be canceled for default. Delivery by the Contractor of unsafe and/or adulterated or off-condition products to any State agency is considered a material breach of Contract subject to the cancellation provisions contained herein.

#### **2.403 AUDIT OF CONTRACT COMPLIANCE/ RECORDS AND INSPECTIONS**

The Contractor agrees that the State may, upon 24-hour notice, perform an audit at Contractor's location(s) to determine if the Contractor is complying with the requirements of the Contract. The Contractor agrees to cooperate with the State during the audit and produce all records and documentation that verifies compliance with the Contract requirements.

### **2.5 Quality and Warranties**

#### **2.501 RESERVED**

#### **2.502 RESERVED**

#### **2.503 RESERVED**

## **2.504 RESERVED**

## **2.505 CONTRACTOR WARRANTIES**

The Contract will contain customary representations and warranties by the Contractor, including, without limitation, the following:

1. The Contractor will perform all services in accordance with high professional standards in the industry;
2. The Contractor will use adequate numbers of qualified individuals with suitable training, education, experience and skill to perform the services;
3. The Contractor will use its best efforts to use efficiently any resources or services necessary to provide the services that are separately chargeable to the State;
4. The Contractor will use its best efforts to perform the services in the most cost effective manner consistent with the required level of quality and performance;
5. The Contractor will perform the services in a manner that does not infringe the proprietary rights of any third party;
6. The Contractor will perform the services in a manner that complies with all applicable laws and regulations;
7. The Contractor has duly authorized the execution, delivery and performance of the Contract;
8. The Contractor is capable in all respects of fulfilling and shall fulfill all of its obligations under this contract.
9. The contract appendices, attachments, and exhibits identify all equipment and software services necessary for the deliverable(s) to perform and operate in compliance with the contract's requirements.
10. The Contractor is the lawful owner or licensee of any Deliverable licensed or sold to the state by Contractor or developed by Contractor under this contract, and Contractor has all of the rights necessary to convey to the state the ownership rights or license use, as applicable, of any and all Deliverables.
11. If, under this Contract, Contractor procures any equipment, software or other Deliverable for the State (including equipment, software and other Deliverables manufactured, re-marketed or otherwise sold by Contractor under Contractor's name), then in addition to Contractor's other responsibilities with respect to such items as set forth in this Contract, Contractor shall assign or otherwise transfer to the State or its designees, or afford the State the benefits of, any manufacturer's warranty for the Deliverable.
12. The contract signatory has the power and authority, including any necessary corporate authorizations, necessary to enter this contract, on behalf of Contractor.
13. The Contractor is qualified and registered to transact business in all locations where required.
14. Neither the Contractor nor any Affiliates, nor any employee of either, has, shall have, or shall acquire, any contractual, financial, business, or other interest, direct or indirect, that would conflict in any manner or degree with Contractor's performance of its duties and responsibilities to the State under this Contract or otherwise create an appearance of impropriety with respect to the award or performance of this Agreement. Contractor shall notify the State within two (2) days of any such interest that may be incompatible with the interests of the State.



15. All financial statements, reports, and other information furnished by Contractor to the State as part of its response to the RFP otherwise in connection with the award of this Contract fairly and accurately represent the business, properties, financial condition, and results of operations of Contractor as of the respective dates, or for the respective periods, covered by such financial statements, reports, other information. Since the respective dates or periods covered by such financial statements, reports, or other information, there have been no material adverse changes in the business, properties, financial condition, or results of operations of Contractor. All written information furnished to the State by or behalf of Contractor in connection with this Contract, including its bid, is true, accurate, and complete, and contains no untrue statement of material fact or omits any material fact necessary to make such information not misleading.

**2.506 RESERVED**

**2.507 RESERVED**

**2.508 RESERVED**

**2.509 RESERVED**

**2.6 Breach of Contract**

**2.601 BREACH DEFINED**

Failure to comply with articles, sections, or subsections of this agreement, or making any false statement in this agreement will be considered a material breach of this agreement giving the state authority to invoke any and all remedies available to it under this agreement.

In addition to any remedies available in law and by the terms of this contract, if the Contractor breaches Sections 2.508, 2.509, or 2.510, such a breach may be considered as a default in the performance of a material obligation of this contract.

**2.602 NOTICE AND THE RIGHT TO CURE**

In the event of a curable breach by the Contractor, the State shall provide the Contractor written notice of the breach and a time period to cure said breach described in the notice. This section requiring notice and an opportunity to cure shall not be applicable in the event of successive or repeated breaches of the same nature or if the State determines in its sole discretion that the breach poses a serious and imminent threat to the health or safety of any person or the imminent loss, damage or destruction of any real or tangible personal property.

**2.603 EXCUSABLE FAILURE**

1. Neither party shall be liable for any default or delay in the performance of its obligations under the Contract if and to the extent such default or delay is caused, directly or indirectly, by: fire, flood, earthquake, elements of nature or acts of God; riots, civil disorders, rebellions or revolutions in any country; the failure of the other party to perform its material responsibilities under the Contract (either itself or through another contractor); injunctions (provided the injunction was not issued as a result of any fault or negligence of the party seeking to have its default or delay excused); or any other cause beyond the reasonable control of such party; provided the non-performing party and its subcontractors are without fault in causing such default or delay, and such default or delay could not have been prevented by reasonable precautions and cannot reasonably be circumvented by the non-performing party through the use of alternate sources, workaround plans or other means, including disaster recovery plans. In such event, the non-performing party will be excused from any further performance or observance of the obligation(s) so affected for as long as such circumstances prevail and such party continues to use its best efforts to recommence performance or observance whenever and to whatever extent possible without delay provided such party promptly notifies the other party in writing of the inception of the excusable failure occurrence, and also of its abatement or cessation.
2. If any of the above enumerated circumstances substantially prevent, hinder, or delay performance of the services necessary for the performance of the State's functions for more than 14 consecutive days, and the State determines that performance is not likely to be resumed within a period of time

that is satisfactory to the State in its reasonable discretion, then at the State's option: (a) the State may procure the affected services from an alternate source, and the State shall not be liable for payments for the unperformed services under the Contract for so long as the delay in performance shall continue; (b) the State may cancel any portions of the Contract so affected and the charges payable hereunder shall be equitably adjusted to reflect those services canceled; or (c) the Contract will be canceled without liability of the State to the Contractor as of the date specified by the State in a written notice of cancellation to the Contractor. The Contractor will not have the right to any additional payments from the State as a result of any excusable failure occurrence or to payments for services not rendered as a result of the excusable failure condition. Defaults or delays in performance by the Contractor which are caused by acts or omissions of its subcontractors will not relieve the Contractor of its obligations under the Contract except to the extent that a subcontractor is itself subject to any excusable failure condition described above and the Contractor cannot reasonably circumvent the effect of the subcontractor's default or delay in performance through the use of alternate sources, workaround plans or other means.

## 2.7 Remedies

### 2.701 CANCELLATION

The State may cancel this Contract without further liability or penalty to the State, its departments, divisions, agencies, offices, commissions, officers, agents, and employees for any of the following reasons:

1. Material Breach by the Contractor. In the event that the Contractor breaches any of its material duties or obligations under the Contract, which are either not capable of or subject to being cured, or are not cured within the time period specified in the written notice of breach provided by the State, or pose a serious and imminent threat to the health and safety of any person, or the imminent loss, damage or destruction of any real or tangible personal property, the State may, having provided written notice of cancellation to the Contractor, cancel this Contract in whole or in part, for cause, as of the date specified in the notice of cancellation.

In the event that this Contract is cancelled for cause, in addition to any legal remedies otherwise available to the State by law or equity, the Contractor shall be responsible for all costs incurred by the State in canceling the Contract, including but not limited to, State administrative costs, attorneys fees and court costs, and any additional costs the State may incur to procure the services required by this Contract from other sources. All excess re-procurement costs and damages shall not be considered by the parties to be consequential, indirect or incidental, and shall not be excluded by any other terms otherwise included in the Contract.

In the event the State chooses to partially cancel this Contract for cause charges payable under this Contract will be equitably adjusted to reflect those services that are cancelled.

In the event this Contract is cancelled for cause pursuant to this section, and it is therefore determined, for any reason, that the Contractor was not in breach of contract pursuant to the provisions of this section, that cancellation for cause shall be deemed to have been a cancellation for convenience, effective as of the same date, and the rights and obligations of the parties shall be limited to that otherwise provided in the Contract for a cancellation for convenience.

2. Cancellation For Convenience By the State. The State may cancel this Contract for its convenience, in whole or part, if the State determines that such a cancellation is in the State's best interest. Reasons for such cancellation shall be left to the sole discretion of the State and may include, but not limited to (a) the State no longer needs the services or products specified in the Contract, (b) relocation of office, program changes, changes in laws, rules, or regulations make implementation of the Contract services no longer practical or feasible, and (c) unacceptable prices for additional services requested by the State. The State may cancel the Contract for its convenience, in whole or in part, by giving the Contractor written notice 30 days prior to the date of cancellation. If the State chooses to cancel this Contract in part, the charges payable under this Contract shall be equitably adjusted to reflect those services that are cancelled.
3. Non-Appropriation. In the event that funds to enable the State to effect continued payment under this Contract are not appropriated or otherwise made available. The Contractor acknowledges that, if this Contract extends for several fiscal years, continuation of this Contract is subject to appropriation or

availability of funds for this project. If funds are not appropriated or otherwise made available, the State shall have the right to cancel this Contract at the end of the last period for which funds have been appropriated or otherwise made available by giving written notice of cancellation to the Contractor. The State shall give the Contractor written notice of such non-appropriation or unavailability within 30 days after it receives notice of such non-appropriation or unavailability.

4. Criminal Conviction. In the event the Contractor, an officer of the Contractor, or an owner of a 25% or greater share of the Contractor, is convicted of a criminal offense incident to the application for or performance of a State, public or private Contract or subcontract; or convicted of a criminal offense including but not limited to any of the following: embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, attempting to influence a public employee to breach the ethical conduct standards for State of Michigan employees; convicted under State or federal antitrust statutes; or convicted of any other criminal offense which in the sole discretion of the State, reflects upon the Contractor's business integrity.
5. Approvals Rescinded. The State may terminate this Contract without further liability or penalty in the event any final administrative or judicial decision or adjudication disapproves a previously approved request for purchase of personal services pursuant to Constitution 1963, Article 11, section 5, and Civil Service Rule 7. Termination may be in whole or in part and may be immediate as of the date of the written notice to Contractor or may be effective as of the date stated in such written notice.

## **2.702 RIGHTS UPON CANCELLATION**

Termination Assistance. If this Contract (or any Statement of Work issued under it) is terminated for any reason prior to completion, Contractor agrees to provide for up to six (6) months after the termination all reasonable termination assistance requested by the State to facilitate the orderly transfer of such Services to the State or its designees in a manner designed to minimize interruption and adverse effect. Such termination assistance will be deemed by the parties to be governed by the terms and conditions of this Contract (notwithstanding its termination) other than any terms or conditions that do not reasonably apply to such termination assistance. Such termination assistance shall be at no additional charge to the State if the termination is for Contractor's Default pursuant to Section 2.602; otherwise the State shall compensate Contractor for such termination assistance on a time and materials basis in accordance with the Amendment Labor Rates identified within this Contract agreement.

## **2.703 RESERVED**

## **2.704 RESERVED**

## **2.705 SUSPENSION OF WORK**

The Contract Administrator may order the Contractor, in writing, to suspend, delay, or interrupt all or any part of the work of this contract for the period of time that the Contract Administrator determines appropriate for the convenience of the Government.

If the performance of all or any part of the work is, for an unreasonable period of time, suspended, delayed, or interrupted (1) by an act of the Contract Administrator in the administration of this contract, or (2) by the Contract Administrator's failure to act within the time specified in this contract (or within a reasonable time if not specified), an adjustment shall be made for any increase in the cost of performance of this contract (excluding profit) necessarily caused by the unreasonable suspension, delay, or interruption, and the contract modified in writing accordingly. However, no adjustment shall be made under this clause for any suspension, delay, or interruption to the extent that performance would have been so suspended, delayed, or interrupted by any other cause, including the fault or negligence of the Contractor, or for which an equitable adjustment is provided for or excluded under any other term or condition of this contract.

A claim under this clause shall not be allowed:

- (1) For any costs incurred more than 20 days before the Contractor shall have notified the Contract Administrator in writing of the act or failure to act involved (but this requirement shall not apply as to a claim resulting from a suspension order); and

- (2) Unless the claim, in an amount stated, is asserted in writing as soon as practicable after the termination of the suspension, delay, or interruption, but not later than the date of final payment under the contract.

## **2.8 Changes, Modifications, and Amendments**

### **2.801 APPROVALS**

The Contract may not be modified, amended, extended, or augmented except by a writing executed by the parties hereto, and any breach or default by a party shall not be waived or released other than in writing signed by the other party.

### **2.802 TIME EXTENSIONS**

Time extensions for contract changes will depend upon the extent, if any, by which the changes cause delay in the completion of the various elements of performance as described in the statement of work. The change order granting the time extension may provide that the contract completion date will be extended only for those specific elements related to the changed work and that the remaining contract completion dates for all other portions of the work will not be altered. The change order also may provide an equitable readjustment of liquidated damages under the new completion schedule.

### **2.803 MODIFICATION**

Administrative Services reserves the right to modify this contract at any time during the contract term. Such modification may include changing the locations to be serviced, additional locations to be serviced, method or manner of performance of the work, number of days service is to be performed, addition or deletion of tasks to be performed, addition or deletion of items, and/or any other modifications deemed necessary. Any changes in pricing proposed by the Contractor resulting from the proposed changes are subject to acceptance by the State. Changes may be increases or decreases. **IN THE EVENT PRICES ARE NOT ACCEPTABLE TO THE STATE, THE CONTRACT SHALL BE SUBJECT TO COMPETITIVE BIDDING BASED UPON THE NEW SPECIFICATION.**

**The State reserves the right to add an item(s) that is not described on the item listing and is available from the Contract vendor.** The item(s) may be included on the Contract, only if prior written approval has been granted by Administrative Services.

### **2.804 AUDIT AND RECORDS UPON MODIFICATION**

**DEFINITION:** records includes books, documents, accounting procedures and practices, and other data, regardless of whether such items are in written form, electronic form, or in any other form.

Contractor shall be required to submit cost or pricing data with the pricing of any modification of this contract to the Contract Administrator in Administrative Services. Data may include accounting records, payroll records, employee time sheets, and other information the state deems necessary to perform a fair evaluation of the modification proposal. Contract Administrator or authorized representative of the state shall have the right to examine and audit all of the contractor's records, including computations and projections, related to:

1. The proposal for modification;
2. The discussions conducted on the proposal, including those related to negotiation;
3. Pricing of the modification; or
4. Performance of the modification.

Contractor shall make available at its office at all reasonable times the materials described in the paragraphs above.

If this contract is completely or partially terminated, the records relating to the work terminated shall be made available for 3 years after any resulting final termination settlement.

## **2.805 CHANGES**

- (a) The Contract Administrator may, at any time, without notice to the sureties, if any, by written order designated or indicated to be a change order, make changes in the work within the general scope of the contract, including changes:
  - (1) In the specifications (including drawings and designs);
  - (2) In the method or manner of performance of the work;
  - (3) In the Government-furnished facilities, equipment, materials, services, or site; or
  - (4) Directing acceleration in the performance of the work.
- (a) Any other written or oral order (which, as used in this paragraph (b), includes direction, instruction, interpretation, or determination) from the Contract Administrator that causes a change shall be treated as a change order under this clause; Provided, that the Contractor gives the Contract Administrator written notice stating:
  - (1) The date, circumstances, and source of the order; and
  - (2) That the Contractor regards the order as a change order.
- (b) Except as provided in this clause, no order, statement, or conduct of the Contract Administrator shall be treated as a change under this clause or entitle the Contractor to an equitable adjustment.

### **Article 3 – Certifications and Representations**

All bidders shall complete this section and submit with their bid or proposal. Failure or refusal to submit any of the information requested in this section may result in the bidder being considered non-responsive and therefore ineligible for award consideration. The State may also pursue debarment vendors that fail or refuse to submit any of the requested information.

In addition, if it is determined that a business purposely or willfully submitted false information, the bidder will not be considered for award, the State will pursue debarment of the vendor, and any resulting contract that was established will be cancelled.

#### **3.0 Vendor/Contractor Information**

##### **3.001 TAXPAYER IDENTIFICATION NUMBER (TIN)**

Vendor Name: \_\_\_\_\_

( ) TIN: \_\_\_\_\_

( ) TIN has been applied for

( ) TIN is not required because:

( ) Vendor/Contractor is a nonresident, alien, foreign business that does not have income effectively connected with the conduct of a trade or business in the U.S. and does not have an office or place of business or a fiscal agent in the U.S.

( ) Vendor/Contractor is an agency or instrumentality of a foreign government. If checked, which foreign government \_\_\_\_\_

( ) Vendor/Contractor is an agency or instrumentality of a federal, state, or local government. If checked, which government \_\_\_\_\_

( ) Other basis: \_\_\_\_\_

( ) Bidder is not owned or controlled by a common parent as described below. Common Parent means a corporate entity that owns or controls an affiliated group of corporations that files its Federal income tax returns on a consolidated basis, and of which bidder is a member.

( ) Bidder is owned or controlled by a common parent

( ) Name and TIN of common parent

Name: \_\_\_\_\_

TIN: \_\_\_\_\_

##### **3.002 EXPATRIATED BUSINESS ENTITY**

DEFINITIONS: "Expatriated business entity" means a corporation or an affiliate of the corporation incorporated in a tax haven country after September 11, 2001, but with the United States as the principal market for the public trading of the corporation's stock, as determined by the Director of the Department of Management and Budget.

"Tax haven country" means each of the following: Barbados, Bermuda, British Virgin Islands, Cayman Islands, Commonwealth of the Bahamas, Cyprus, Gibraltar, Isle of Man, the Principality of Liechtenstein, the Principality of Monaco, and the Republic of the Seychelles.

Vendor hereby certifies that it IS \_\_\_\_\_, IS NOT \_\_\_\_\_ an expatriated business entity located in a tax haven country.

Vendor hereby certifies that it IS \_\_\_\_\_, IS NOT \_\_\_\_\_ an affiliate of an expatriated business located in a tax haven country.

### 3.003 DATA UNIVERSAL NUMBERING SYSTEM (DUNS) NUMBER

Vendor is not required to have a DUNS number. If vendor does have a DUNS number it must be listed below.

DUNS No.: \_\_\_\_\_  
(nine digit number assigned by Dun & Bradstreet)

DUNS+4 No.: \_\_\_\_\_  
(DUNS + a 4-character suffix)

If the contractor/vendor does not have a DUNS number and would like to, it should contact Dun & Bradstreet directly to obtain one. Contractor may obtain a DUNS number by calling Dun & Bradstreet at 1-866-705-5711 or via the Internet at [www.dnb.com](http://www.dnb.com).

### 3.004 RESERVED for Vendor Registration Into a Central Database

### 3.005 RESERVED for annual certifications and representations in Central Data Base

The bidder has (check the appropriate block):

( ) Submitted to the contracting office issuing this solicitation, annual representations and certifications dated \_\_\_\_\_ (*insert date of signature on submission*), which are incorporated herein by reference, and are current, accurate, and complete as of the date of this bid, except as follows (*insert changes that affect only this solicitation; if "none," so state*):  
\_\_\_\_\_

( ) Enclosed its annual representations and certifications.

### 3.006 EXTENDED PURCHASING TO LOCAL UNITS OF GOVERNMENT/INSTITUTIONS OF HIGHER LEARNING

**Act Number 431 of the Public Acts of 1984 permits the State of Michigan, Department of Management and Budget, to provide purchasing services to any city, village, county, township, school district, intermediate school district, nonprofit hospital, institution of higher learning, or community or junior colleges.** As a result of the enactment of this legislation, the Extended Purchasing Program has been developed. This program extends the use of State contracts to program members. The governmental agency must enter into an agreement with the State of Michigan to become authorized to participate, thus ensuring that local units of government secure a greater return for the expenditure of public funds. It is the policy of Acquisition Services, Department of Management and Budget, that the final approval to utilize any such Contract in this manner must come from the Contract vendor.

In such cases, Contract vendors supply merchandise at the established State of Michigan Contract prices and terms. Inasmuch as these are non-State agencies, all purchase orders will be submitted by, invoices will be billed to, and the authorized Extended Purchasing member on a direct and individual basis in accordance with Contract terms will remit payment.

Therefore, it is required that all bidders indicate, by checking the appropriate box below, whether they will (first box) or will not (second box) honor orders on any Contract resulting from this Request for Quotation from State of Michigan authorized Extended Purchasing members. It is the responsibility of the Contractor to ensure the non-State agency is an authorized Extended Purchasing member prior to extending the State Contract price.



**BIDDER MUST CHECK ONE BOX BELOW**

- ( ☐ ) Commodities and/or services on this Request for Quotation will be supplied to State of Michigan departments and agencies, and authorized Extended Purchasing Program members in accordance with the terms and prices quoted. Upon request, a complete listing of eligible participants in the Extended Purchasing Program will be provided if this option is selected.
- ( ☐ ) Commodities and/or services on the Request for Quotation will not be supplied to State of Michigan authorized Extended Purchasing members. We will supply to State of Michigan departments and agencies only.

\_\_\_\_\_  
Authorized Agent Name (print or type)

\_\_\_\_\_  
Authorized Agent Signature

Please Visit Mi DEAL at [www.mi.gov/localgov](http://www.mi.gov/localgov).

**3.1 Disclosure Issues**

**3.101 CONFIDENTIALITY**

Contractor and the State each acknowledge that the other possesses and will continue to possess confidential information that has been developed or received by it. As used in this Section, "Confidential Information" of Contractor shall mean all non-public proprietary information of Contractor (other than Confidential Information of the State as defined below) that is marked confidential, restricted, proprietary, or with a similar designation. "Confidential Information" of the State shall mean any information which is retained in confidence by the State (or otherwise required to be held in confidence by the State pursuant to applicable federal, state and local laws and regulations) or which, in the case of tangible materials provided to Contractor by the State pursuant to its performance under this Contract, is marked as confidential, proprietary or with a similar designation by the State. In the case of information of either Contractor or the State "Confidential Information" shall exclude any information (including this Contract) that is publicly available pursuant to the Michigan FOIA.

*Protection of Confidential Information*

The State and Contractor will each use at least the same degree of care to prevent is closing to third parties the Confidential Information of the other as it employs to avoid unauthorized disclosure, publication or dissemination of its own confidential information of like character, but in no event less than reasonable care. Neither Contractor nor the State will (i) make any use of the Confidential Information of the other except as contemplated by this Contract, (ii) acquire any right in or assert any lien against the Confidential Information of the other, or (iii) if requested to do so, refuse for any reason to promptly return the other party's Confidential Information to the other party. Each party will limit disclosure of the other party's Confidential Information to employees and Subcontractors who must have access thereto in order to fulfill the purposes of this Contract. Disclosure to, and use by, a Subcontractor is permissible where (A) use of a Subcontractor is authorized under this Contract, (B) such disclosure is necessary or otherwise naturally occurs in connection with work that is within such Subcontractor's scope of responsibility, and (C) Contractor obligates the Subcontractor in a written Contract to maintain the State's Confidential Information in confidence. At the State's request, any employee of Contractor and of any Subcontractor having access or continued access to the State's Confidential Information may be required to execute an acknowledgment that the employee has been advised of Contractor's and the Subcontractor's obligations under this Section and of the employee's obligation to Contractor or Subcontractor, as the case may be, to protect such Confidential Information from unauthorized use or disclosure.

*News releases*

News releases (including promotional literature and commercial advertisements) pertaining to the RFP and Contract or project to which it relates shall not be made without prior written State approval,



and then only in accordance with the explicit written instructions from the State. No results of the activities associated with the RFP and Contract are to be released without prior written approval of the State and then only to persons designated.

#### Exclusions

Notwithstanding the foregoing, the provisions of this Section will not apply to any particular information which the State or Contractor can demonstrate (i) was, at the time of disclosure to it, in the public domain; (ii) after disclosure to it, is published or otherwise becomes part of the public domain through no fault of the receiving party; (iii) was in the possession of the receiving party at the time of disclosure to it without an obligation of confidentiality; (iv) was received after disclosure to it from a third party who had a lawful right to disclose such information to it without any obligation to restrict its further disclosure; or (v) was independently developed by the receiving party without reference to Confidential Information of the furnishing party. Further, the provisions of this Section will not apply to any particular Confidential Information to the extent the receiving party is required by law to disclose such Confidential Information, provided that the receiving party (i) promptly provides the furnishing party with notice of the legal request, and (ii) assists the furnishing party in resisting or limiting the scope of such disclosure as reasonably requested by the furnishing party.

#### No Implied Rights

Nothing contained in this Section shall be construed as obligating a party to disclose any particular Confidential Information to the other party, or as granting to or conferring on a party, expressly or impliedly, any right or license to the Confidential Information of the other party.

#### Remedies

Each party acknowledges that, if it breaches (or attempts or threatens to breach) its obligations under this Section, the other party may be irreparably harmed. Accordingly, if a court of competent jurisdiction should find that a party has breached (or attempted or threatened to breach) any such obligations, the non-breaching party shall be entitled to seek an injunction preventing such breach (or attempted or threatened breach).

#### Survival

The parties' respective obligations under this Section shall survive the termination or expiration of this Contract for any reason.

#### Destruction of Confidential Information

Promptly upon termination or cancellation of the Contract for any reason, Contractor shall certify to the State that Contractor has destroyed all State Confidential Information.

\_\_\_\_\_ (Initial)

### **3.102 FREEDOM OF INFORMATION ACT**

All information in a bidder's proposal and the Contract is subject to the provisions of the Freedom of Information Act, 1976 Public Act No. 442, as amended, MCL 15.231, et seq

\_\_\_\_\_ (Initial)

### **3.103 RESERVED**

## **3.2 Vendor/Contractor Compliance with Laws**

### **3.201 GENERALLY**

Contractor/vendor shall keep informed of federal, state, and local laws, ordinances, rules, regulations, orders, and decrees of bodies or tribunals having any jurisdiction/authority that in any manner affects those engaged in or employed on the work done under this agreement or that in any manner affects the conduct

of the work done under this agreement. Contractor shall observe and comply with such laws, ordinances, rules, regulations, orders, and decrees. Contractor shall indemnify the state for any civil claim or liabilities arising from a violation of such laws, ordinances, rules, regulations, orders, or decrees, whether by itself or its employees, even if wholly or in part caused by a violation of such laws, ordinances, rules, regulations, orders, or decrees by the state or its agents or representatives.

### **3.202 INDEPENDENT PRICE DETERMINATION**

1. By submission of a proposal, the bidder certifies, and in the case of a joint proposal, each party thereto certifies as to its own organization, that in connection with this proposal:
  - a. The prices in the proposal have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition as to any matter relating to such prices with any other bidder or with any competitor; and
  - b. Unless otherwise required by law, the prices which have been quoted in the proposal have not been knowingly disclosed by the bidder and will not knowingly be disclosed by the bidder prior to award directly or indirectly to any other bidder or to any competitor; and
  - c. No attempt has been made or will be made by the bidder to induce any other person or firm to submit or not submit a proposal for the purpose of restricting competition.
2. Each person signing the proposal certifies that she/he:
  - a. Is the person in the bidder's organization responsible within that organization for the decision as to the prices being offered in the proposal and has not participated (and will not participate) in any action contrary to l. a., b., and c. above; or
  - b. Is not the person in the bidder's organization responsible within that organization for the decision as to the prices being offered in the proposal but has been authorized, in writing, to act as agent for the persons responsible for such decision in certifying that such persons have not participated (and will not participate) in any action contrary to l. a., b., and c. above.
3. Should a bidder be awarded a Contract resulting from this RFP, and be found to have failed to abide by the provisions set forth in this section, said entity will be in default of the Contract. Consequences may include cancellation of the Contract (see section I-U Cancellation).

### **3.203 VENDOR/CONTRACTOR COMPLIANCE WITH STATE AND FEDERAL LAW AND DEBARMENT**

The bidder certifies, to the best of its knowledge that within the past (3) years, the bidder, an officer of the bidder, or an owner of a 25% or greater interest in the vendor:

- 1) Has \_\_\_\_\_, Has Not \_\_\_\_\_ been convicted of a criminal offense incident to the application for or performance of a state contract or subcontract;
- 2) Has \_\_\_\_\_, Has Not \_\_\_\_\_ been convicted of any offense which negatively reflects on the vendor's business integrity, including but not limited to embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, state or federal antitrust statutes;
- 3) Has \_\_\_\_\_, Has Not \_\_\_\_\_ been convicted of any other offense, violated any other state or federal law, as determined by a court of competent jurisdiction or an administrative proceeding, which, in the opinion of the Department, indicates that the vendor is unable to perform responsibly or which reflects a lack of integrity that could negatively impact or reflect upon the State of Michigan. An offense or violation under this paragraph may include, but is not limited to, an offense under or violation of: Natural Resources and Environmental Protection Act, 1994 PA 451, MCL §§ 324.101 – 324.90106; the Michigan Consumer Protection Act, 1976 PA 331, MCL §§ 445.901 – 445.922; 1965 PA 390 (law relating to prevailing wages on state projects), MCL §§ 408.551 – 408.558; 1978 PA 390 (law relating to payment of wages and fringe benefits) MCL §§ 408.471 – 408.490; or a willful or persistent violation of the Michigan Occupational Safety and Health Act, 1974 PA 154, MCL §§ 408.1001 – 408.1094;

- 4) Has \_\_\_\_\_, Has Not \_\_\_\_\_ failed to substantially perform a state contract or subcontract according to its terms, conditions, and specifications within specified time limits;
- 5) Has \_\_\_\_\_, Has Not \_\_\_\_\_ violated Department bid solicitation procedures or violated the terms of a solicitation after bid submission;
- 6) Has \_\_\_\_\_, Has Not \_\_\_\_\_ refused to provide information or documents required by a contract including, but not limited to information or document necessary for monitoring contract performance;
- 7) Has \_\_\_\_\_, Has Not \_\_\_\_\_ failed to respond to requests for information regarding vendor performance, or accumulated repeated substantiated complaints regarding performance of a contract/purchase order; and
- 8) Has \_\_\_\_\_, Has Not \_\_\_\_\_ failed to perform a state contract or subcontract in a manner consistent with any applicable state or federal law, rule, regulation, order, or decree.
- 9) The vendor certifies and represents, to the best of his knowledge that the supplier and/or any of it's Principles:
  - A. Are \_\_\_\_\_, Are Not \_\_\_\_\_ presently debarred, suspended, proposed for debarment, or declared ineligible for the award of a purchase by any state or federal agency
  - B. Has \_\_\_\_\_, Has Not \_\_\_\_\_ not with in a 3-year period preceding this bid, been convicted or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) purchase.
  - C. Are \_\_\_\_\_, Are Not \_\_\_\_\_ presently indicted for, or otherwise criminally or civilly charged by a governmental entity with, the commission of the any of the offenses enumerated in section 3.1(c) of this contract.
  - D. The vendor Has \_\_\_\_\_, Has Not \_\_\_\_\_ within a 3-year period preceding this solicitation had one or more purchases terminated for default by any state or federal agency.

### **3.204 CERTIFICATION REGARDING DEBARMENT AND PROPOSED DEBARMENT**

- 1) Principals for purposes of section 3.203(9) means officers, directors, owners, partners, and any other persons having primary management or supervisory responsibilities within a business entity
- 2) The supplier shall provide immediate written notice to the state if, at any time before the purchase award, the supplier learns that its certification was erroneous when submitted or has since become erroneous because of changed circumstances
- 3) A certification that any of the items in paragraph 3.203(9)(A) of this provision exists will not necessarily result in withholding an award under this solicitation. However, the certification will be considered in connection with a determination of the supplier's responsibility. Failure to furnish the certification or provide such information as requested by the state may render the supplier non-responsive
- 4) Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render, in good faith, the certification required by paragraph 3.203(9)(a) of this provision. The knowledge and information of a supplier is not required to exceed that which is normally possessed by a prudent person in the ordinary course of commercially reasonable dealings.
- 5) If it is later determined that supplier knowingly rendered an erroneous certification under this provision, in addition to the other remedies available to the state, the state may terminate this purchase for default.

**VENDOR CAN REVIEW THE STATE'S DEBARMENT POLICY AT:** [www.michigan.gov/doingbusiness](http://www.michigan.gov/doingbusiness)  
(click on the link to Debarment Policy)

### **3.205 DEBARMENT OF SUB-CONTRACTORS**

Contractor shall require each primary sub-contractor, whose sub contract will exceed \$25,000, to disclose to the contractor, in writing, whether as of the time of the award of the sub contract, the sub-contractor, or its principals, is or is not debarred, suspended, or proposed for debarment by the State of Michigan. The contractor shall then inform the state of the sub-contractor's status and reasons for contractor's decision to use such sub-contractor, if contractor so decides.

### **3.206 ETHICS: GRATUITIES and INFLUENCE**

#### **Gratuities**

The right of the contractor to proceed may be terminated by written notice, if the contracting agency head or contract administrator determines that the contractor, its agent, or its representative has offered or gave a gratuity, kickback, money, gift, or any thing of value to an officer, official, or employee of the state intended, by the gratuity, to obtain a contract or favorable treatment under a contract.

Vendor/Contract Has \_\_\_\_\_, Has Not \_\_\_\_\_ given or offered to give a gratuity, kickback, money, gift, or any thing of value to a state official, officer, or employee intended to effectuate the awarding of a contract or favorable treatment under a contract.

#### **Influence**

The vendor/contractor by signing its proposal/bid hereby certifies to best of his or her knowledge that no funds have been given to any state officer, official, or employee for influencing or attempting to influence such officer, official, or employee of the state.

### **3.3 Vendor/Contractor Workplace Fitness**

#### **3.301 DRUG-FREE WORK PLACE**

The vendor/contractor certifies and agrees that it will provide a drug-free workplace by:

- A. Publishing and providing to all of its employees a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the vendor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; and
- B. Establishing a drug-free awareness program to inform employees about (1) the dangers of drug abuse in the workplace; (2) the vendor's policy of maintaining a drug-free workplace; (3) any available drug counseling, rehabilitation, and employee assistance programs; and (4) the penalties that may be imposed upon an employee for drug abuse violations occurring in the work place; and
- C. Notifying all employees in the statement required by subparagraph (A) above that as a condition of continued employment the employee will (1) abide by the terms of the statement; and (2) notify the employer of any criminal drug statute conviction for a violation occurring in the workplace no later than five days after such conviction; and
- D. Notifying the contracting state agency within 15 days after receiving notice from an employee under subdivision (C)(2) above, or otherwise receiving actual notice of such conviction; and
- E. Within 30 days after receiving notice under subdivision (C)(2), imposing the proper sanctions as communicated to the employee through the statement required by subparagraph (A); and

- F. Making a good-faith effort to maintain a drug-free work place through the implementation of sub paragraphs (A) through (E) above.

\_\_\_\_\_ (Initial)

### 3.302 WORKPLACE SAFETY

1. In performing work under this Contract on State premises, the Contractor shall conform to any specific safety requirements contained in the Contract or as required by law or regulation. The Contractor shall take any additional precautions as the State may reasonably require for safety and accident prevention purposes. Any violation by the Contractor of such safety requirements, rules, laws or regulations shall be a material breach of the Contract subject to the cancellation provisions contained herein.
2. In performing services for the State pursuant to this Contract, the Contractor shall comply with Department of Civil Service Rules 2-20 regarding Workplace Safety and 1-8.3 regarding Discriminatory Harassment. In addition, the Contractor shall comply with Civil Service Regulations governing workplace safety and discriminatory harassment and any applicable state agency rules on these matters that the agency provides to the Contractor. Department of Civil Service Rules and Regulations can be found on the Department of Civil Service website at [www.michigan.gov/mdcs](http://www.michigan.gov/mdcs).

\_\_\_\_\_ (Initial)

### 3.303 WORKPLACE DISCRIMINATION

The Contractor represents and warrants that in performing services for the State pursuant to this Contract, the Contractor agrees not to discriminate against any employee or applicant for employment, with respect to their hire, tenure, terms, conditions or privileges of employment, or any matter directly or indirectly related to employment, because of race, color, religion, national origin, ancestry, age, sex, height, weight, marital status, physical or mental handicap or disability. The Contractor further agrees that every subcontract entered into for the performance of any Contract or purchase order resulting here from will contain a provision requiring non-discrimination in employment, as herein specified, binding upon each subcontractor. This covenant is required pursuant to the Elliot Larsen Civil Rights Act, 1976 Public Act 453, as amended, MCL 37.2201, et seq., and the Persons With Disabilities Civil Rights Act, 1976 Public Act 220, as amended, MCL 37.1101, et seq., and any breach thereof may be regarded as a material breach of the Contract or purchase order.

Vendor hereby represents that in performing this contract it will not violate The Civil Rights Act of 1964, USCS Chapter 42, including, but not limited to, Title VII, 42 USCS §§ 2000e et seq.; the Americans with Disabilities Act (ADA), 42 USCS §§ 12101 et seq.; or The Age Discrimination in Employment Act of 1967 (ADEA), 29 USCS §§ 621, 623 et seq.; the Old Workers Benefit and Protection Act of 1990 (OWBPA), 29 USCS §§ 626 et seq.; the Family Medical Leave Act of 1993 (FMLA), 29 USC §§ 651 et seq.; or the Fair Labor Standards Act (FLSA), 29 USC §§ 201 et seq.

\_\_\_\_\_ (Initial)

### 3.304 LABOR RELATIONS

Pursuant to 1980 Public Act 278, as amended, MCL 423.231, et seq., the State shall not award a Contract or subcontract to an employer whose name appears in the current register of employers failing to correct an **unfair labor practice** compiled pursuant to Section 2 of the Act. A Contractor of the State, in relation to the Contract, shall not enter into a Contract with a subcontractor, manufacturer, or supplier whose name appears in this register. Pursuant to Section 4 of 1980 Public Act 278, MCL 423.324, the State may void any Contract if, subsequent to award of the Contract, the name of the Contractor as an employer, or the name of the subcontractor, manufacturer or supplier of the Contractor appears in the register.

The Contractor represents and warrants that the company does not appear in the current register of employers failing to correct an unfair labor practice.

\_\_\_\_\_ (Initial)

### 3.305 RESERVED

### 3.306 AFFIRMATIVE ACTION

Vendor represents that it Has \_\_\_\_\_, Has Not \_\_\_\_\_ developed and has on file an entity wide affirmative action program.

### 3.307 LIABILITY INSURANCE

#### A. Insurance

The Contractor is required to provide proof of the minimum levels of insurance coverage as indicated below. The purpose of this coverage shall be to protect the State from claims which may arise out of or result from the Contractor's performance of services under the terms of this Contract, whether such services are performed by the Contractor, or by any subcontractor, or by anyone directly or indirectly employed by any of them, or by anyone for whose acts they may be liable.

The Contractor waives all rights against the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents for recovery of damages to the extent these damages are covered by the insurance policies the Contractor is required to maintain pursuant to this Contract.

All insurance coverage provided relative to this Contract/Purchase Order is PRIMARY and NON-CONTRIBUTING to any comparable liability insurance (including self-insurances) carried by the State.

The insurance shall be written for not less than any minimum coverage specified in this Contract or required by law, whichever is greater.

The insurers selected by Contractor shall have an A.M. Best rating of A or better, or as otherwise approved in writing by the State, or if such ratings are no longer available, with a comparable rating from a recognized insurance rating agency. Companies that have been approved to do business in the State shall issue all policies of insurance required in this Contract.

See [www.michigan.gov/cis](http://www.michigan.gov/cis)

Where specific limits are shown, they are the minimum acceptable limits. If Contractor's policy contains higher limits, the State shall be entitled to coverage to the extent of such higher limits.

Before both parties sign the Contract or before the purchase order is issued by the State, the Contractor must furnish to the Administrative Services, certificate(s) of insurance verifying insurance coverage ("Certificates"). The Certificate must be on the standard "accord" form or equivalent. **THE CONTRACT OR PURCHASE ORDER NO. MUST BE SHOWN ON THE CERTIFICATE OF INSURANCE TO ASSURE CORRECT FILING.** All Certificate(s) are to be prepared and submitted by the Insurance Provider. All Certificate(s) shall contain a provision indicating that coverage afforded under the policies WILL NOT BE CANCELLED, MATERIALLY CHANGED, OR NOT RENEWED without THIRTY (30) days prior written notice, except for ten (10) days for non-payment of premium. Failure to provide evidence of coverage, may, at the State's sole option, result in this Contract's termination.

The Contractor is required to pay for and provide the type and amount of insurance in **bold** below:

1. **Commercial General Liability with the following minimum coverage:**

<b>\$2,000,000</b>	<b>General Aggregate Limit other than Products/Completed Operations</b>
<b>\$2,000,000</b>	<b>Products/Completed Operations Aggregate Limit</b>
<b>\$1,000,000</b>	<b>Personal &amp; Advertising Injury Limit</b>
<b>\$1,000,000</b>	<b>Each Occurrence Limit</b>
<b>\$500,000</b>	<b>Fire Damage Limit (any one fire)</b>

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as **ADDITIONAL INSURED**s on the Commercial General Liability certificate. The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company.

2. If a motor vehicle is used to provide services or products under this Contract, the Contractor must have vehicle liability insurance on any auto including owned, hired and non-owned vehicles used in Contractor's business for bodily injury and property damage as required by law.

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as **ADDITIONAL INSURED**s on the vehicle liability certificate. The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company.

3. **Workers' compensation coverage must be provided in accordance with applicable laws governing the employees and employers work activities in the state of the Contractor's domicile. If a self-insurer provides the applicable coverage, proof must be provided of approved self-insured authority by the jurisdiction of domicile. For employees working outside of the state of qualification, Contractor must provide appropriate certificates of insurance proving mandated coverage levels for the jurisdictions where the employees' activities occur.**

Any certificates of insurance received must also provide a list of states where the coverage is applicable.

The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company. This provision shall not be applicable where prohibited or limited by the laws of the jurisdiction in which the work is to be performed.

4. **Employers liability insurance with the following minimum limits:**

<b>\$100,000</b>	<b>each accident</b>
<b>\$100,000</b>	<b>each employee by disease</b>
<b>\$500,000</b>	<b>aggregate disease</b>

5. **Employee Fidelity, including Computer Crimes, insurance naming the State as a loss payee, providing coverage for direct loss to the State and any legal liability of the State arising out of or related to fraudulent or dishonest acts committed by the employees of Contractor or its Subcontractors, acting alone or in collusion with others, in a minimum amount of one million dollars (\$1,000,000.00) with a maximum deductible of fifty thousand dollars (\$50,000.00).**

6. **Umbrella or Excess Liability Insurance in a minimum amount of ten million dollars (\$10,000,000.00), which shall apply, at a minimum, to the insurance required in Subsection 1 (Commercial General Liability) above.**



7. Professional Liability (Errors and Omissions) Insurance with the following minimum coverage: three million dollars (\$3,000,000.00) each occurrence and three million dollars (\$3,000,000.00) annual aggregate.
8. **Fire and Personal Property Insurance covering against any loss or damage to the office space used by Contractor for any reason under this Contract, and the equipment, software and other contents of such office space, including without limitation, those contents used by Contractor to provide the Services to the State, up to the replacement value thereof, where such office space and its contents are under the care, custody and control of Contractor. Such policy shall cover all risks of direct physical loss or damage, including without limitation, flood and earthquake coverage and coverage for computer hardware and software. The State shall be endorsed on the policy as a loss payee as its interests appear.**

**B. Subcontractors**

Except where the State has approved in writing a Contractor subcontract with other insurance provisions, Contractor shall require all of its Subcontractors under this Contract to purchase and maintain the insurance coverage as described in this Section for the Contractor in connection with the performance of work by those Subcontractors. Alternatively, Contractor may include any Subcontractors under Contractor's insurance on the coverage required in this Section. Subcontractor(s) shall fully comply with the insurance coverage required in this Section. Failure of Subcontractor(s) to comply with insurance requirements does not limit Contractor's liability or responsibility.

**C. Certificates of Insurance and Other Requirements**

Contractor shall furnish to Administrative Services a certificate(s) of insurance verifying insurance coverage or providing satisfactory evidence of self-insurance as required in this Section (the "Certificates"). Before the Contract is signed, and not less than 20 days before the insurance expiration date every year thereafter, the Contractor shall provide evidence that the State and its agents, officers and employees are listed as additional insureds, but only to the extent of liabilities assumed by Contractor as set forth in Indemnification Section of this Contract, under each commercial general liability and commercial automobile liability policy. In the event the State approves the representation of the State by the insurer's attorney, the attorney may be required to be designated as a Special Assistant Attorney General by the Attorney General of the State of Michigan.

Contractor shall maintain all required insurance coverage throughout the term of the Contract and any extensions thereto and, in the case of claims-made Commercial General Liability policies, shall secure tail coverage for at least three (3) years following the expiration or termination for any reason of this Contract. The minimum limits of coverage specified above are not intended, and shall not be construed, to limit any liability or indemnity of Contractor under this Contract to any indemnified party or other persons. Contractor shall be responsible for all deductibles with regard to such insurance. If Contractor fails to pay any premium for required insurance as specified in this Contract, or if any insurer cancels or significantly reduces any required insurance as specified in this Contract without the State's written consent, at the State's election (but without any obligation to do so) after the State has given Contractor at least thirty (30) days written notice, the State may pay such premium or procure similar insurance coverage from another company or companies; and at the State's election, the State may deduct the entire cost (or part thereof) from any payment due Contractor, or Contractor shall pay the entire cost (or any part thereof) upon demand by the State.

**3.308 RESERVED**

**3.309 RESERVED**

**3.310 RESERVED**



### 3.4 Vendor/Contractor Demographics

#### 3.401 SMALL BUSINESS REPRESENTATION

The vendor represents and certifies that it IS \_\_\_\_\_, IS NOT \_\_\_\_\_ a small business concern and that all \_\_\_\_\_, NOT ALL \_\_\_\_\_ end items to be furnished will be manufactured or produced by a small business concern in the US, its territories or possessions, Puerto Rico, or the Trust Territory of the Pacific Islands

Provide the following information:

\_\_\_\_\_ (Estimate # of employees)

\$\_\_\_\_\_ (Estimate of annual revenue)

#### 3.402 WOMEN, MINORITY, OR VETERAN-OWNED SMALL BUSINESS REPRESENTATION

DEFINITIONS:

'Women-owned business', means a small business that is at least 51% owned by a woman or women who are US citizens and who control and operate the business

The vendor represents that it IS \_\_\_\_\_, IS NOT \_\_\_\_\_ a women-owned small business.

'Minority-owned business', means a small business that is at least 51% owned by a minority or minorities who are US citizens and who control and operate the business

The vendor represents that it IS \_\_\_\_\_, IS NOT \_\_\_\_\_ a minority owned small business.

'Veteran-owned business', means a small business that is at least 51% owned by a veteran or veterans who are U.S. citizens and who control and operate the business

The vendor represents that it IS \_\_\_\_\_, IS NOT \_\_\_\_\_ a veteran owned small business.

The Contractor represents and warrants that the company meets the above (when checked) and can provide supportive documentation upon request.

#### 3.403 OWNERS AND OFFICERS

Vendor must list all owners or officers that hold a 25% interest or more in the company (use attachment if necessary):

Name and Title	% of Interest or Ownership

#### 3.404 RESERVED

### 3.5 State Concerns

#### 3.501 GENERAL COMPANY DEMOGRAPHICS

1. Company Name: \_\_\_\_\_
2. Company Address: \_\_\_\_\_  
\_\_\_\_\_
3. Principle Place of Business (zip code): \_\_\_\_\_
4. Organization type
  - ( ) Limited Liability Company
  - ( ) Limited Liability partnership
  - ( ) Corporation
  - ( ) Partnership
  - ( ) Health Care Provider
  - ( ) Hospital or extended care facility
  - ( ) Sole Proprietorship
  - ( ) Other: \_\_\_\_\_
5. Year of establishment \_\_\_\_\_

#### 3.502 BUSINESS OWNED BY PERSONS WITH DISABILITIES

DEFINITION: 'Business owned by persons with disabilities', means a business in which all of the following apply:

1. More than 50% of the voting shares or interest in the business is owned, controlled, and operated by 1 or more persons with disabilities
2. More than 50% of the net profit or loss is attributable to the business accrues to shareholders who are persons with disabilities
3. More than 50% of the employees of the business are residents of this State of Michigan DMB

The vendor represents that it IS \_\_\_\_\_, IS NOT \_\_\_\_\_ a small business owned by persons with disabilities.

Fraudulently representing information about the use of businesses owned by persons with disabilities to procure this contract is a violation of the Business Opportunity Act For Persons with Disabilities of 1988, PA 112, MCL 450.791 – 450.795. A person who knowingly violated this act is guilty of a felony, punishable by imprisonment up to 2 years in prison, or a fine not less than \$5,000. A person found guilty of violating this act shall be barred from obtaining future contracts with the state.

#### 3.503 COMMUNITY REHABILITATION ORGANIZATION (Formerly Sheltered workshops)

DEFINITION: 'Community rehabilitation organization', means a charitable organization or institution conducted not for profit, but for the purpose of carrying out a recognized program of rehabilitation for handicapped workers, which provides those individuals with remunerative employment or other occupational rehabilitating activity of an educational or therapeutic nature.

The vendor represents that it IS \_\_\_\_\_, IS NOT \_\_\_\_\_ a community rehabilitation organization

#### 3.504 CERTIFICATION OF A MICHIGAN BASED BUSINESS

DEFINITION: To qualify as a Michigan business, vendor must have during the 12 months immediately preceding this bid deadline, or if the business is newly established, for the period the business has been in existence, it has (check all that apply):

- ( ) Filed a Michigan single business tax return showing a portion or all of the income tax base allocated or apportioned to the State of Michigan pursuant to the Michigan Single Business Tax Act, 1975 PA 228, MCL §§ 208.1 – 208.145; or
- ( ) Filed a Michigan income tax return showing income generated in or attributed to the State of Michigan; or
- ( ) Withheld Michigan income tax from compensation paid to the bidder's owners and remitted the tax to the Department of Treasury; or

I certify that **I have personal knowledge** of such filing or withholding, that it was more than a nominal filing for the purpose of gaining the status of a Michigan business, and that it indicates a significant business presence in the state, considering the size of the business and the nature of its activities.

I authorize the Michigan Department of Treasury to verify that the business has or has not met the criteria for a Michigan business indicated above and to disclose the verifying information to the procuring agency.

\_\_\_\_\_  
Authorized Agent Name (print or type)

\_\_\_\_\_  
Authorized Agent Signature

Fraudulent Certification as a Michigan business is prohibited by MCL 18.1268 § 268. A BUSINESS THAT PURPOSELY OR WILLFULLY SUBMITS A FALSE CERTIFICATION THAT IT IS A MICHIGAN BUSINESS OR FALSELY INDICATES THE STATE IN WHICH IT HAS ITS PRINCIPAL PLACE OF BUSINESS IS GUILTY OF A FELONY, PUNISHABLE BY A FINE OF NOT LESS THAN \$25,000.

Bidder shall also indicate one of the following:

- ☐ Bidder qualifies as a Michigan business (provide zip code: \_\_\_\_\_)
- ☐ Bidder does not qualify as a Michigan business (provide name of State: \_\_\_\_\_)
- ☐ Principle place of business is outside the State of Michigan, however service/commodity provided by a location within the State of Michigan (provide zip code: \_\_\_\_\_)

### 3.505 PLACE OF PERFORMANCE

Bidder must obtain the approval of the Director of the Department of History, Arts and Libraries before using a place of performance that is different from the address that bidder provided in their bid.

- (a) The bidder, in the performance of the contract, INTENDS \_\_\_\_\_, DOES NOT INTEND \_\_\_\_\_ to use one or more plants or facilities located at a different address from the address of the bidder as indicated in this bid.
- (b) If the bidder checks "intends" in paragraph (a) of this provision, it shall insert in the spaces provided below the required information:

Place of Performance Full address	Owner/Operator of facility to be used	Percent (%) of Contract value to be Performed at listed Location

### 3.506 FORMER STATE EMPLOYEES

Vendor certifies that there ARE \_\_\_\_\_, ARE NOT \_\_\_\_\_ former state employees involved in the performance of this contract.

If former state employees are involved in the performance of this contract, vendor must provide the following information

Vendor hereby represents that the following employees involved in the performance of this contract are former state employees (use attachment if necessary).

Name	Department, Division	Date of Employment

### 3.507 RESERVED

### 3.508 USE TAX

Companies (and their affiliated organizations) that are awarded contracts are required to be registered and to remit sales and use taxes on taxable sales of tangible personal property or services **delivered into the state of Michigan**. This is required of all companies that are awarded contracts. Those companies that lack sufficient "presence" in Michigan to be required to register and pay tax must do so as a "**volunteer**". This requirement extends to: (1) ALL MEMBERS OF ANY CONTROLLED GROUP AS DEFINED IN § 1563(A) OF THE Internal Revenue Code and applicable regulations of which the company is a member, and (2) all organizations under common control as defined in § 414(c) of the Internal Revenue Code and applicable regulations of which the company is a member that make **sales at retail for delivery into the state of Michigan** are registered with the State of Michigan for the collection and remittance of sales and use taxes. In applying treasury regulations defining "two or more trades or businesses under common control" the term "organization" means sole proprietorship, a partnership (as defined in § 701(a)(2) of the Internal Revenue Code), a trust, an estate, a corporation, or a limited liability company.

The requirement of remittance could be limited to the bidder only without including affiliate companies.

Contractors and their affiliates as defined in the paragraph above must register for and remit sales and use tax on all taxable sales of tangible personal property or services **delivered to the state of Michigan**.

\_\_\_\_\_ (Initial)

### **3.509 TAX EXCLUDED FROM PRICE**

Contract price excludes all State and local taxes levied on or measured by the contract or sales price of the services or completed supplies furnished under this contract. The Contractor shall state separately on its invoices taxes excluded from the contract price, and the Government agrees either to pay the amount of the taxes to the Contractor or provide evidence necessary to sustain an exemption.

\_\_\_\_\_ (Initial)

### **3.510 TAX PAYMENT**

Contractors are expected to collect and pay all applicable federal, state, and local employment taxes for all persons involved in the resulting Contract.

The State may refuse to award a contract to any vendor who has failed to pay any applicable state taxes. The State may refuse to accept vendor's bid, if vendor has any outstanding debt with the State of Michigan. Prior to any award, the State will verify whether vendor has any outstanding debt with the State.

Vendor hereby certifies that all applicable state taxes are paid as of the date of bid submission, and that vendor owes no outstanding debt to the State of Michigan.

\_\_\_\_\_ (Initial)

### **3.511 USE OF OTHER SOURCES AS SUBCONTRACTORS**

The State has sources of supply and services that are mandatory. The state may use the information provided under this section and 3.502 and 3.503 in determining future awards and vendor standing with the state.

#### **(1) Persons with disabilities**

See Paragraph 3.502 for definition and penalty for fraudulent represents this information.

Vendor IS \_\_\_\_\_, IS NOT \_\_\_\_\_ purchasing supplies and/or service from a business owned by persons with disabilities in the performance of this contract.

Vendor has contracted for \_\_\_\_\_% of supplies and services needed for the performance of this contract, which equals \$\_\_\_\_\_, from a business owned by persons with disabilities (estimates or approximates are acceptable).

Vendor(s) Name: \_\_\_\_\_

#### **(2) Community Rehabilitation Organizations (CRO) (formerly sheltered workshops)**

See Paragraph 3.503 for definition.

Vendor IS \_\_\_\_\_, IS NOT \_\_\_\_\_ purchasing supplies and/or service from a community rehabilitation organization in the performance of this contract.

Vendor has contracted for \_\_\_\_\_% of supplies and services needed for the performance of this contract, which equals \$\_\_\_\_\_, from a community rehabilitation organization (estimates or approximates are acceptable).

Vendor(s) Name: \_\_\_\_\_

### **3.512 UTILIZATION OF BUSINESS CONCERNS**

It is the policy of the State of Michigan that small business concerns, veteran-owned small business concerns, persons with disabilities-owned small business concerns, small disadvantaged business

concerns, minority-owned small business concerns, and women-owned small business concerns shall have the maximum practicable opportunity to participate in performing contracts let by any state agency, including contracts and subcontracts for subsystems, assemblies, components, and related services for major systems.

The Contractor hereby agrees to carry out this policy in the awarding of subcontracts to the fullest extent consistent with efficient contract performance. The Contractor further agrees to cooperate in any studies or surveys as may be conducted by the State of Michigan or the awarding agency of the State of Michigan as may be necessary to determine the extent of the Contractor's compliance with this clause.

**3.513 RESERVED**

**3.514 RESERVED**

### 3.515 PLACE OF SUBCONTRACTING

Indicate below **ALL** work to be subcontracted under this agreement (use additional attachment if necessary; estimates are acceptable):

[illegible]

**3.516 RESERVED**

### 3.517 SERVICES NEEDED IN PERFORMANCE

Vendor hereby certifies that services to be purchased to enable vendor to perform this agreement will be purchased from a business having its principle place of business in the State of Michigan, **except those listed below** (use additional attachment if necessary; estimates are acceptable):

[illegible]

### 3.518 EMPLOYEE AND SUBCONTRACTOR CITIZENSHIP

Vendor hereby certifies that all employees, contractors, subcontractors, and any other individual involved in the performance of this contract, **except those listed below**, are citizens of the United States, legal resident aliens, or individuals with valid visa (use additional attachment if necessary; estimates are acceptable):

Employee Name	Title

### 3.6 Changes to Disclosures

If any of the certifications, representations, or disclosures indicated in this document change after awarding of a contract, the Contractor is required to report those changes immediately to the Department of History, Arts and Libraries, Administrative Services.

### 3.7 State Assertions

If the state finds that grounds to debar exist, it shall send notice to the vendor of proposed debarment indicating the grounds for proposed debarment and the procedures for requesting a hearing. If the vendor does not respond with a written request for a hearing within twenty (20) calendar days, the state shall issue the decision to debar without a hearing. The debarment period may be of any length up to eight (8) years. After the debarment period expires, the vendor may reapply for inclusion on bidder lists through the regular application process. Authority given by Executive Order 2003-1.

ANY FALSE CERTIFICATION OF ANY OF THE PRECEEDING PROVISIONS IS GROUNDS FOR DEBARMENT AND WILL GIVE THE STATE THE RIGHT TO INVOKE ALL REMEDIES AVAILABLE TO IT UNDER THIS CONTRACT.

---

**I HEREBY CERTIFY TO THE BEST OF MY KNOWLEDGE AND BELIEF, THAT THE REPRESENTATIONS AND CERTIFICATIONS MADE HEREIN BY THE VENDOR/CONTRACTOR/SUPPLIER ARE ACCURATE AND CURRENT AS OF THE DATE INDICATED BELOW**

---

**Name of Vendor/contractor/supplier**

---

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---

**Address of supplier**

---

**Telephone and fax No. of supplier**

---

**Signature of supplier's authorized representative**

---

**Title of Supplier representative**

---

**Date**



## **Article 4 – The Bidding Process**

### **4.0 Introduction**

#### **4.001 PRE BID MEETINGS AND QUESTIONS**

1. Questions concerning the specifications contained herein are to be submitted, in writing, no later than noon on Friday, September 8, 2006.

Lisa VanOstran  
Administrative Services  
702 W. Kalamazoo St.  
Lansing, MI 48915  
Email: LVanOstran@michigan.gov

The state will not respond to telephone inquiries or visitation by bidders or their representatives. All questions are to be put in writing and must be submitted electronically and sent as an attachment in MS Word 2000 or Rich Text Format (RTF). Answers to questions will be prepared as an addendum and posted on the Department of History, Arts and Libraries web site under the corresponding bid number: [www.michigan.gov/hal](http://www.michigan.gov/hal). The posted addendum officially revises and supercedes the original specifications, terms and conditions.

#### **4.002 PRICE AND NOTATIONS**

Prices and notations must be typed or in ink. Prices shall be for new items only unless specified otherwise in the RFP. The person signing the proposal should initial any form of pricing corrections made to the proposal by the bidder prior to submission in **ink**. In the event of un-initialed pricing corrections, the buyer, with management approval, may require an affidavit from the bidder confirming the price correction was made prior to the bid submission.

#### **4.003 DOUBLE SIDED ON RECYCLED PAPER**

Bidders should use recycled paper for all printed and photocopied documents related to the submission of their bid and fulfillment of any resulting contract and shall, whenever practicable, use both sides of the paper and ensure that the cover page of each document bears an imprint identifying it as recycled paper.

### **4.1 Proposal Details**

#### **4.101 GENERALLY**

To be considered, each bidder shall submit a COMPLETE proposal in response to this RFP, using the format provided in Section I. No other distribution of proposals is to be made by the bidder. BIDDERS MUST COMPLETE, SIGN, AND RETURN THE COVER SHEET SENT WITH THIS RFP, WITH THEIR PROPOSAL. The Proposal itself must include a statement as to the period during which the Proposal itself remains valid. This period must be at least 90 (ninety) days from the due date for responses to this RFP.

#### **4.102 EFFICIENT PROPOSAL**

Each proposal should be prepared simply and economically, providing a straightforward, concise description of the bidder's ability to meet the requirements of the RFP. Fancy bindings, colored displays, promotional material, etc., will receive no evaluation credit. Emphasis should be on completeness and clarity of content.

#### **4.103 CHANGES**

Changes made to the RFP as the result of responses made to questions or concerns through correspondence will be put in writing to each vendor until seven (7) working days prior to date of sealed bid opening. Administrative Services will respond to telephone inquiries or visitation by bidders or their representatives. Administrative Services does not commit to answering questions during the last seven (7) workdays prior to sealed bid opening date.

## **4.2 RESERVED**

### **4.201 RESERVED**

### **4.202 RESERVED**

### **4.203 RESERVED**

### **4.204 RESERVED**

## **4.3 Proposal Format**

The following information shall be included in all proposals. These factors will be used in evaluating each response to the RFP. Proposals should be formatted to include each of the following sections, which should be clearly identified with the appropriate headings:

### **4.301 COMPANY INFORMATION/CAPABILITIES**

State the full name and address of your organization and, if applicable, the branch office or other subordinate elements that will perform, or assist in performing, the work hereunder. Indicate whether it operates as an individual, partnership, or corporation; if as a corporation, include the State in which it is incorporated. If applicable, state whether it is licensed or registered to operate in the State of Michigan. Bidders shall demonstrate their ability to handle a Contract of this size and scope. In addition, please indicate the following:

- a. How long the company has been in business.
- b. Company sales volumes for the last five (5) years.
- c. Size and location of facilities that will be involved in servicing the Contract.

### **4.302 PRIOR EXPERIENCE**

Indicate the prior experience of your firm which you consider relevant to the your ability to successfully manage a contract for the commodity or service defined by this RFP. Include sufficient detail to demonstrate the relevance of such experience. Proposals submitted should include, in this section, descriptions of qualifying experience to include project descriptions, costs, and starting and completion dates of projects successfully completed. Also, include the name, address, and phone number of the responsible official of the client organization who may be contacted.

Bidders shall provide 3 (three) specific references with their proposal.

### **4.303 STAFFING**

The contractor must be able to provide appropriate staff to properly service this contract.

Bidder shall discuss the key personnel that will be assigned to the contract; identify the key personnel by name and title; discuss their primary responsibilities; and indicate where these personnel will be physically located during the contract performance.

Resumes/detailed information of all key personnel shall be submitted.

List all subcontractors, including firm name, address, contact person, and a complete description of the work to be contracted. Include descriptive information concerning subcontractor's organization and abilities. (See paragraph 3.515)

### **4.304 RESERVED**

### **4.305 RESERVED**

### **4.306 RESERVED**

#### **4.307 RESERVED**

#### **4.308 COMPLETION OF ARTICLE 3 – CERTIFICATIONS AND REPRESENTATIONS**

In order to be considered for award, bidders are to complete Article 3, Certifications and Representations, and return with their proposal.

#### **4.4 Submitting Bids and Proposals**

##### **4.401 SEALED BID RECEIPT**

**SEALED BIDS (PROPOSALS) MUST BE RECEIVED AND TIME-STAMPED IN ADMINISTRATIVE SERVICES ON OR BEFORE THE DUE DATE AND TIME SPECIFIED ON THE COVER PAGE OF THE RFP.** BIDDERS ARE RESPONSIBLE FOR TIMELY RECEIPT IN ADMINISTRATIVE SERVICES OF THEIR PROPOSAL. PROPOSALS WHICH ARE RECEIVED AFTER THE SPECIFIED DUE DATE AND TIME CANNOT BE CONSIDERED. Late bids will not be accepted or considered except under the following circumstances: (a) bids received on time do not meet specifications, or (b) no other bids are received.

##### **4.402 PROPOSAL SUBMISSION**

Submit (6) copies of Proposal in accordance with the following instructions, which will ensure that the integrity of the sealed bid process is protected:

1. **BIDS (PROPOSALS) MUST BE RECEIVED AND TIME-STAMPED IN ADMINISTRATIVE SERVICES NOT LATER THAN 2:00 P.M. ON THE DUE DATE SPECIFIED ON THE COVER PAGE OF THIS REQUEST FOR PROPOSAL IN ORDER TO BE CONSIDERED FOR AWARD.** Bidders are responsible for timely receipt of their bid in Administrative Services. This responsibility rests entirely with the bidder, notwithstanding delays resulting from postal handling or for any other reasons. Late bids will not be accepted or considered except under the following circumstances: a) bids received on time do not meet specifications, or b) no other bids are received. All bids received in relation to this RFP will be opened at the Michigan Library and Historical Center on Monday, September 18, 2006 at 9:00 a.m.

*Your proposal should also be submitted in electronic format on a 3 1/2" floppy disk or CD Rom. All documents and data must be created using tools that are compatible with the Microsoft Office Suite 2000 standard desktop tools, without need for conversion. Your electronic submission must be submitted in the following Font type and size: Times New Roman, 12 point. The electronic format may be saved in a compressed format. Bidders are required to submit in electronic format along with the number of paper copies being requested. Any items contained in the Proposal that cannot be saved in the aforementioned format should be clearly identified by the vendor as the items that are excluded from the electronic submission.*

2. Submit with your proposal the cover page of this Request for Proposal. PROPERLY COMPLETE AND SIGN THAT FORM AND INSERT IT IN YOUR PROPOSAL BEFORE SUBMITTAL.
3. Each envelope/container submitted must contain the response to only one RFP. Do not submit responses to more than one RFP in one envelope/container. Also, faxed bids will not be accepted unless specifically requested by Administrative Services.
4. BIDDERS ARE RESPONSIBLE FOR ASSURING THAT THE FOLLOWING IDENTIFYING INFORMATION APPEARS ON THE OUTSIDE ENVELOPE: The Request for Proposal Number; The Date Due; and the Vendor Identification Number. If a delivery service is used which prohibits such markings on their envelope or package, this information must be placed on the outside of an interior envelope or package.
5. The bid may be submitted utilizing one of the methods below:
  - a. Bids may be delivered to the receptionist desk of Administrative Services.

- b. Administrative Services address for proposals submitted by CONTRACT CARRIER, COURIER DELIVERY, or PERSONAL DELIVERY, is:

State of Michigan  
Department of History, Arts and Libraries  
Administrative Services  
5<sup>th</sup> Floor, Michigan Library and Historical Center  
702 W. Kalamazoo St.  
Lansing, Michigan 48915

- c. Proposals submitted through the US. POSTAL SERVICE should be addressed as follows:

State of Michigan  
Department of History, Arts and Libraries  
Administrative Services  
702 W. Kalamazoo St.  
Lansing, Michigan 48915

## **4.5 Additional Considerations**

### **4.501 PAST PERFORMANCE**

The State reserves the right to evaluate the bidder's prior performance with the State, and the prior performance information may be a factor in the award decision.

### **4.502 FINANCIAL STABILITY**

In making an award decision, the State reserves the right to evaluate the financial stability of any bidder. The State may seek financial information from the bidder and from third parties. If the State determines in its sole discretion that contracting with a bidder presents an unacceptable risk to the State, the State reserves the right to not award a contract to that bidder.

### **4.503 RESERVED**

### **4.504 CLARIFICATIONS**

If it is determined to be in the best interest of the State and/or if a vendor's proposal is unclear, the State may request from one or all vendors, a clarification. The State will document, in writing, clarification being requested and forward to the vendors affected. This process does not allow for changes, rather to simply clarify the proposal submitted.

### **4.505 ORAL PRESENTATION**

Bidders who submit proposals may be required to make oral presentations of their proposals to the State. These presentations provide an opportunity for the bidders to clarify the proposals through mutual understanding. Administrative Services will schedule these presentations, if required.

### **4.506 SITE VISIT**

The State may conduct a site visit to tour and inspect the bidder's facilities. Administrative Services, will schedule these visits, if required.

## 4.6 Award Process

### 4.601 METHOD OF AWARD/SELECTION CRITERIA

1. Joint Evaluation Committee Proposal Evaluation. In awarding this contract, proposals will be evaluated by a Joint Evaluation Committee based on the following factors:

		<u>Weight</u>
1.	Product Quality/Methodologies Proposed (Section 1.1)	40
2.	Company Information/Capabilities (Section 4.301)	5
3.	Prior Experience (Section 4.302)	20
4.	Staffing (Section 4.303)	15
5.	Past performance (Section 4.501)	15
6.	Financial Stability (Section 4.502)	5
<b>TOTAL</b>		<b>100</b>

2. Price Analysis.

- (a) Only those proposals receiving a score of **85 points** or more of the total maximum possible score will be considered for award.
- (b) Prices will only be reviewed from those bidders meeting the minimum point threshold after completion of the proposal evaluations.

3. Additional Steps. The State may elect to engage in either of the following steps with vendors that meet the minimum point threshold.

- (a) **Pricing Negotiations** - If it is determined to be in the best interest of the State, the State may enter into negotiations with vendors on pricing only. No modification to the technical requirements or specifications will be allowed. If technical requirement or specification changes are required, the BAFO process as described below will be used.
- (b) **Best And Final Offer (BAFO)** - If the selection process described in the RFP does not lead to a viable award recommendation, or significant deficiencies are identified, the Buyer and/or the JEC (Joint Evaluation Committee) at its discretion may prepare a Deficiency Report and Clarification Request (DR/CR) for each proposal determined to be in the competitive range. Bidders will be allowed to respond in writing to the (DR/CR) with a Best and Final Offer (BAFO). The BAFO may include any changes to the original proposal to address the listed deficiencies, including alterations to the original cost proposal to address correction of such deficiencies. The Best and Final Offers must be submitted by the deadline established by Administrative Services.

After reviewing the Best and Final Offers, the JEC will re-evaluate the proposals using the original evaluation method. If an alteration to the originally published evaluation criteria is to be made, such changes in the criteria will be published to all bidders as part of the issuance of the DR/CR's.

Bidders will NOT be provided any information about other proposals or prices, or where the bidder stands in relation to others at any time during the evaluation process. Any request for such information will be viewed as a compromise to the stated evaluation process and the requesting bidder may be eliminated from further consideration. Successful requests for proposal information by a bidder, its subcontractor, or an affiliated party before contract award may also result in disqualification.

Bidders are cautioned to propose their best possible offers at the outset of the process, as there is no guarantee that any proposal will be allowed an opportunity to submit a Best and Final Offer.

#### 4. Award Decision.

- (a) Best Value/Combination of Score and Price. The award recommendation will be made to the responsive and responsible bidder who offers the best value to the State of Michigan. Best value will be determined by the bidder meeting the minimum point threshold and offering the best combination of the factors stated in Section 4.3, 4.5, and price, as demonstrated by their proposal.
- (b) The State reserves the right to consider total cost of ownership factors in the final award recommendation (i.e. transition costs, training costs, etc.).
- (c) The State reserves the right to award by item, part or portion of an item, group of items or total proposal, to reject any and all proposals in whole or in part, if, in the Director of History, Arts and Libraries Services judgment, the best interest of the State will be so served.
- (d) The State reserves the right to award multiple, optional use contracts. In addition to the other factors listed, offers will be evaluated on the basis of advantages and disadvantages to the state that may result from making more than one award.
- (e) Thereafter, award recommendation will be made to the Director of History, Arts and Libraries.

#### **4.602 RECIPROCAL PREFERENCE**

Public Act 237 of 1988 allows Michigan businesses to claim reciprocal preference against out-of-State firms when bidding on solicitations with estimated values of \$100,000 or more.

#### **4.603 STATE ADMINISTRATIVE BOARD**

Bidders are advised that the State Administrative Board prior to final award must approve all contracts/purchase orders in excess of \$25,000. The decision of this Board is final.

#### **4.604 PROTESTS**

If a bidder wishes to initiate a protest of the award recommendation, the bidder must submit a protest in writing by 5:00 p.m. with-in fourteen (14) calendar days from the date of the 'notice of award' sent or posted by the state. Contractor must include the RFP number and clearly state the facts believed to constitute error in the award recommendation along with the desired remedy. More information about the Contractor protest process is available at [www.michigan.gov/doingbusiness](http://www.michigan.gov/doingbusiness); refer to the Becoming a Business Partner page.

**Appendix A**  
**Proposer Identification Sheet**

This Proposer Identification Sheet is to be completed by the proposer.

1. YEARS IN BUSINESS: Indicate the length of time you have been in business providing these types of goods and services. Years\_\_\_\_\_Months\_\_\_\_\_
2. REFERENCES: Indicate below a listing of at least four (4) states or large consortia that your agency is serving outside of Michigan. Include the requested contract information for the person that THE LIBRARY has your permission to contact.

Client	Length of Service	Address	Contact Person	Phone Number	E-mail Address

3. List full names and addresses of the firm and any branch offices that may be responsible for administering the contract.

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## Appendix B

### INTERNATIONAL COALITION OF LIBRARY CONSORTIA (ICOLC)

#### GUIDELINES FOR STATISTICAL MEASURES OF USAGE OF WEB-BASED INFORMATION RESOURCES

(December 2001 revision of original November 1998 Guidelines)

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**INTRODUCTION.** The use of licensed electronic information resources will continue to expand and in some cases become the sole or dominant means of access to content. The electronic environment, as manifested by the World Wide Web, provides an opportunity to improve the measurement of the use of these resources. In the electronic arena we can more accurately determine which information is being accessed and used. Without violating any issues of privacy or confidentiality we can dramatically enhance our understanding of information use.

The participating consortia of the ICOLC have a responsibility to ensure that their library members receive usage information for licensed electronic resources. Information providers should want the same information to better understand the market for their services as well as to create an informed customer base. These mutual interests can be best met by defining and creating a common set of basic use information requirements that are an integral and necessary part of any electronic product offering. These requirements apply to vendor operated web sites and to software provided to libraries or consortia for local operation. Information providers are encouraged to go beyond these minimal requirements as appropriate for their specific electronic resources.

The 2001 revision is intended to provide consortia administrators with the information needed to effectively carry out their responsibilities and to provide vendors a practical framework in which to deliver usage statistics in the current environment. The data elements to be reported have been simplified, while administrative aspects of confidentiality, access, delivery, and report format have been strengthened.

#### 1. MINIMUM REQUIREMENTS

- Each data element defined below should be delineated by the following subdivisions:
- By each specific database of the provider
- By each set of institutional IP addresses or other special data element (e.g., account number), using the institutional name as specified by the institution or consortium.
- By overall consortium, aggregated at the consortium level
- By time period, with a month as the primary coverage unit, aggregated annually as appropriate. Vendor should also provide summary usage data by hour of the day. Dynamic aggregation of multiple months or other time periods should be possible, with no limitation to preset annual or other collective periods pre-determined by the vendor.

Data elements that must be provided are:

- **Number of Sessions** (logins) must be provided in order to satisfy reporting requirements of government agencies and professional organizations. ICOLC recognizes that the definition, collection, and reporting of this measure are subject to interpretation. In the stateless web environment, statistics gathered as "sessions" can provide only a rough indication of the number of actual sessions conducted, thus limiting the overall meaningfulness of this particular indicator.
- **Number of Queries** (Searches) categorized as appropriate for the vendor's information. A search is intended to represent a unique intellectual inquiry. Typically a search is recorded each time a search form is sent/submitted to the server. Subsequent activities to review or browse among the records retrieved or the process of isolating the



correct single item desired do not represent additional searches, unless the parameter(s) defining the retrieval set is modified through resubmission of the search form, a combination of previous search sets, or some other similar technique. Immediately repeated duplicate searches, double clicks, or other evidence indicating unintended user behavior should not be counted.

- **Number of Menu Selections** categorized as appropriate for the vendor's system. If display of data can be accomplished by browsing (the use of menus), this measure must be provided. (e.g. an electronic journal site provides alphabetic and subject-based menu options in addition to a search form). The number of searches and the number of alphabetic and subject menu selections should be tracked.
- **Number of Full-Content Units** examined, downloaded, or otherwise supplied to user, to the extent these are recordable and controlled by the server rather than the browser.
  - Journal articles – by journal title with ISSN and title listed
  - E-Books – by book title with ISBN and title listed
  - Reference materials – by content unit appropriate to resource (e.g. dictionary definitions, encyclopedia articles, biographies, etc.)
  - Non-textual resources – by file type as appropriate to resource (e.g. image, audio, video, etc.)
- Number of Turn-Aways, peak simultaneous users, and any other indicator relevant to the pricing model applied to the LIBRARY or consortium.

**2. PRIVACY AND USER CONFIDENTIALITY:** Statistical reports or data that reveal personal information about individual users will not be released or sold by vendors without the permission of that individual user, the consortium, and its member libraries.

**3. INSTITUTIONAL OR CONSORTIA CONFIDENTIALITY:** Providers do not have the right to release or sell statistical usage information about specific institutions or the consortium without permission, except to the consortium administrators and other member libraries. Use of institutional or consortium data as part of an aggregate grouping of similar institutions for purposes of comparison does not require prior permission as long as specific institutions or consortia are not identifiable. When required by contractual agreements, information providers may furnish institutional use data to the content providers.

**4. ACCESS:** Consortium administrators must have access through a single access method to usage information for each institution covered by the consortium license. Usage data for all consortium member libraries should be available to all other member libraries, unless an individual member library requests that its usage data not be made available to other member libraries. In the latter case, all usage data must be reported in the consortium summaries.

Access to usage information should be entirely separate from access to administrative functions such as default settings, display options, and time out limits. Access to institutional usage data should be controlled via either IP address or password, at the option of the individual institution.

**5. DELIVERY:** Usage reports must be delivered via an interactive web-based reporting system preferably on a real time basis, but at least within 15 days after the end of the month. Report content should be customizable, as specified in the Requirements section. These data also should be available in flat files containing specified data elements that can be downloaded and manipulated locally. Information providers are also encouraged to present data as graphs and charts. Vendors should maintain a minimum of three years of historical data.

**6. DEFINITIONS:** Definitions and / or other explanatory material must be provided for each data element supplied.

**7. REPORT FORMATS:** Sample summary formats for a consortium, an individual library, and titles are provided. These are intended as illustrative of possible presentations of minimum data requirements. They do not illustrate all aspects of these guidelines. Vendors are encouraged to provide additional data pertinent to their individual products and services.

## **SAMPLE REPORT FORMATS**

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These report formats are intended as illustrative of possible presentations of minimum data requirements. They do not illustrate all aspects of these guidelines. Vendors are encouraged to provide additional data pertinent to their individual products and services.